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ABSTRACT

This study was initiated by Florissant Valley Community College and conducted by Systems Development Corporation to determine the priority of educational/information needs of three target groups: women, blacks, and older Americans. Among the aims of the project was the identification of existing constraints on community access to sources of information and assistance, such as public agencies. Transportation problems for the target population of project CIRCLE were also investigated, since the college is not served by public transportation. Community desires were surveyed to determine possible course interest, site selection, class programming, and preferred instructional modes. A primary need for legal and consumer information was identified. Statistical presentation of data is broken into male and female populations, black and white populations, and by age groupings. Problems encountered during the course of the project, methodology, and data analysis are presented in detail. Tables and charts representing the data collected are included. (AH)

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PROJECT CIRCLE

Final Report

by

Education and Library Systems Department

System Development Corporation
Santa Monica, California

June 21, 1974

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Foreword

The SDC staff who worked on the CIRCLE Project was comprised of both regular employees and outside consultants. These individuals were:

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We wish to thank the CIRCLE staff at Florissant Valley Community College for their help in all aspects of the project. Our thanks also, to SDC project secretary Betty White.

Readers of this report are cautioned to refer to the survey questionnaire whenever interpreting statistical data derived from the survey. This is because many of the questions allowed for multiple responses; in such cases, total number of responses rather than respondents were counted.

Additional caution is necessary with respect to the number of valid responses to any question. That total varied from question to question for a number of logical reasons. For example, in some instances, more than one response was made to a question that allowed for only one response. Such responses are, naturally, invalid. Other instances involved certain series of questions which were only to be answered by some of the respondents. For example, a respondent may have answered the first question in the series negatively; in such cases the interviewers were expected to skip the subsequent questions in that series. But in fact, sometimes they did not, and the respondent answered such questions as if he/she had answered the first question in the series affirmatively. In such cases where both the first question and the subsequent questions are marked, when only one or the other should be marked, there was no way to identify the incorrect response. Since it was impossible to eliminate such incorrect responses, all answers were counted and analyzed. Thus, no attempt can be made to verify the consistency of the sum total of responses in sequence.

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I. INTRODUCTION

This is the final report on the work performed by SDC, for Florissant Valley Community College, on Project CIRCLE. SDC was responsible for the following series of tasks:

1. Prepare the research design
    a. Analysis of census data
    b. Prepare statistical design
    c. Determine the data to be collected

2. Sampling Design
3. Survey Instrument Development
4. Survey Staff Selection and Training
5. Data Collection and Processing
    a. Preparation and pre-testing
    b. Supervision of data gathering
6. Analysis and Reporting of Collected Data

An explanation of what is covered by each of these task labels is contained in the proposal (SDC proposal 73-522, 9 October 1972). The remainder of this report sets forth the results of our work on the final task and consists of:

II. Project History and Methodology
    A. History
    B. Methodology
        1. Sampling Design
        2. Survey
        3. Data Processing
III. Data Analysis and Interpretation
IV. Recommendations

II. PROJECT HISTORY AND METHODOLOGY

A. HISTORY

SDC's part of Project CIRCLE got under way during the week just prior to Thanksgiving, 1973, at a meeting held at Florissant Valley Community College. During the three days of this meeting the joint project staffs exchanged views on project goals, working schedules, and methodology. Even though there were some initial difficulties involving the actual contract between SDC and FVCC, work proceeded. The project's consultant on the sampling plan, Dr. Raymond Jessen, provided a proposed sampling plan methodology which, after considerable discussion, was accepted by FVCC. Dr. Jessen's plan and explication thereof is discussed in Section 2, below.

The first draft of the survey questionnaire, prepared by SDC, was sent to FVCC for review during the second week of January 1973. SDC's staff spent several days at FVCC resolving problem areas concerning the questionnaire. The final version of the questionnaire contained 152 questions, and took approximately 45 to 50 minutes to administer.

Since the format of the questionnaire proved to be an aspect of the project fraught with problems, some explication is necessary. A number of forms and recording media were considered.

In the contract, data processing was specifically excluded from SDC's area of responsibility. Further, CIRCLE staff at FVCC was small and lacked the time to perform the first step in data processing, the transcription of questionnaire responses from answer booklets to punched computer cards. As a result, it was decided to utilize a computer for this step by using answer sheets that were optically scanable by a computer. In addition to saving time, this technique would minimize the introduction of errors during the transfer of responses from answer sheets to computer cards. However, the use of optically scanable answer sheets required that the interviewers take great care in marking down the responses in the correct boxes on the special answer sheets. Some of the interviewers had problems with this format since it was new to them and because of the special care it required.

Following the preparation of the interview package, interviewers were selected and trained. Two groups of interviewers were trained over a period of several days: one group to interview Blacks, one group to interview Whites. The White interviewers--accustomed to interviewing middle and lower class persons concerning their preferences for toothpaste, powdered coffee, and the like--did not take readily to a questionnaire that consumed 45 minutes or longer to complete, and an answer form that required great care in marking. The Black interviewers were somewhat younger, inexperienced, but dedicated and hardworking. They had little difficulty with the answer form.

The actual collection of responses extended over several months. This was because certain areas of the countryside to be covered in the survey were flooded at the start of the data gathering phase and inaccessible when the actual interviewing began. Some blocks were not covered because the interviewers refused to work in them. These were blocks thought to be hazardous because of their "rough" nature. Although suggestions to solve this dilemma were made to the interviewer supervisors, the problem was ultimately resolved by FVCC's CIRCLE staff who did the "problem" areas themselves.

Interviewer supervisors were expected to verify interviewers' work, collect certain statistics, and inspect the answer sheets. The supervisors failed to perform their duties fully and completely, especially the White group supervisor. The most critical failing was with respect to the answer sheets, which arrived in very poor condition at the University of Kansas (Lawrence) to be scanned on their machine. The initial scanning proved to be totally unusable, primarily because the household codes--so critical in controlling the sample--were read incorrectly by the scanner.

The scanning process transfers the answers from the questionnaire answer sheets to computer cards. The computer cards are then fed into a computer for processing. Scanning was done at the University of Kansas, Lawrence. There were several problems in deciding where to have the computer cards processed. As initially planned (by FVCC), the computer processing was to be done on a large scale computer at the University of Missouri at Columbia. Some processing and census data had been done there during the early stages of the project, but what was done was not entirely satisfactory. When the time came to process survey data, the University of Missouri data processing center refused.

That task then passed to the local data processing staff at FVCC. After some discussion with SDC project personnel, the FVCC data processing staff refused the assignment on the basis of lack of time for such a complex undertaking.

It was suggested that data processing might be done at UCLA on the large computer there. A consultant programmer was recommended by the UCLA computer center, and FVCC made the necessary contractual arrangements with UCLA and the consultant.

When the data were received from the University of Kansas scanner, the UCLA programmer began to supply the converted input data. Immediately it became apparent that there were severe problems with the data. An analysis of the computer output showed that the household code numbers, which identified each individual family and interviewee, had not been read correctly by the scanner. The manufacturer of the scanner was contacted and a discussion of the problem ensued. It was determined that the scanning sensitivity threshold had probably been set too high; thus, the scanner was not reading the household codes correctly.

The data for questionnaire responses did not appear to have as many errors, as did the Household and I.D. codes. Apparently, since the marking of the household code and the interviewer's I.D. code was a repetitive action, the interviewer did it very rapidly, producing marks on the scanning pages that were less dark. In marking answers to questions, however, since the interviewer was talking, asking questions, and marking responses one after another, it was not a repetitive action of the same nature as marking household codes. Thus, each mark for the answers was made with more care and was darker.

The only way this scanning problem could be corrected was to return the answer sheets to the University of Kansas for a second run. They also had to be re-read for a second reason. It was discovered that the quality of paper used in the scanning forms was such that pencil marks transferred readily, almost with a carbon-paper effect from one sheet to another. Many of the answer sheets were spotted with such extraneous pencil marks. Thus, a great deal of erasing and remarking had to be done before the sheets could be read by the scanner.

The second time, the household codes read with sufficient accuracy and the processing of the data was able to proceed. Unfortunately, due to a combination of administrative errors and bureaucratic red tape, progress at UCLA was not swift.

Usable data did not begin to arrive at SDC until mid-April 1974. It continued to arrive, small amounts at a time, through June 1, 1974. Most of the data were received; however, some were never processed and not all of the questions were processed in the desired cross-tabulations. Further discussion of which data was processed is in Appendix B.

The project team began working on the final report as soon as enough data had been received from UCLA. Due to the above mentioned scanning and data processing problems, the data processing budget was not fully adequate to produce all of the possible tables that could have been produced. Therefore, the data base was transferred to punched cards, so that if FVCC wishes to analyze the data further the cards are available for their use.

B. METHODOLOGY

1. Sampling Design

1.1. Sampling Plan

The objective was to design a sample that would yield an adequate number of persons, 15 years of age and over, such that their characteristics, as obtained in the survey, could be compared with reasonable precision. The needed comparisons were to be black versus white, male versus female, and among five age groups.

In addition, the sample was designed to be of the probability type, so that unbiased estimates could be made and that reasonably good estimates of sampling errors could be obtained from this sample.

Specifically, the study required that the various characteristics under study could be analyzed with reasonable accuracy for the following 16 different age, ethnic, and sex classes:

> Black females in age groups 15-24, 25-34, 35-44, 45-54, and 55 & over;
> White females in the same five age categories;
> Black males in the same five age categories;
> White males, 55 years of age and over.

The sizes of these subpopulations, according to 1970 census figures, are given in Table B.1.

1.1.1 Sampling Strategy

In order to obtain, in an efficient manner, a sample meeting these goals, it was decided to use a three-stage scheme, where 'cells', blocks and housing units served as the operating units at the respective stages. The cells were constructed by a two-way stratification of the population in terms of a measure of income (home value or monthly rent) and the percent of Blacks. A technical description of this design, including the specific selection procedures used at each stage, is given in Section 1.3.

In Table B.1, it can be seen that the five relevant age groups were roughly equal in size, and that the Whites were about three times as numerous, in the area under study, as the Blacks. Hence a cross-section sample wherein whites are sampled at 1/3 the rate for blacks, could provide a reasonably good distribution of respondents in the various subclasses of interest. (See Table B.2). Moreover, with only two sampling rates, weighting, when required in the analysis, has been kept at a minimum.

An overall sampling rate of 1 in 174.5 on Black HU's (housing units) and 1 in 5240.0 on White HUs yielded a sample containing 277 Black HHs (households) and 281 White HHs. In turn, these sample HHs would contain 1275 persons 15 years and older, hence potential respondents. If 85% of these could have been interviewed, after appropriate call-backs, a total of about 1085 completed interviews would have been obtained. The number of persons by age, sex and color and their subclasses, resulting from this scheme, are shown in Table B.2.

1.1.2 Actual Sample Characteristics

Table B.3. shows the actual sample distribution.* Although the sample was only 42% of the expected size, what is important is how well it represents the population in terms of the categories that were considered significant (age, sex, race). Only some of the age groups among the white males under 55 are significantly underrepresented in the actual sample that was obtained.** A chi-square goodness of fit test, using 42% of each cell's expected sample frequency as the expected value shows the actual sample (minus white males under 55) not to be significantly, statistically speaking, from the expected sample in table II: $\chi^2 = 12.6$, d.f. = 15, $p > .50$, (if it was uniformly reduced to reflect the actual response rate).

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* The number in the upper half of each cell is the sample frequency for that particular age group, sex, and race combination. The number in the lower half of each cell is the ratio of the actual to the expected frequency from Table 2).

** This is the category of least concern to this study. Indeed, initially the CIRCLE Staff had suggested that that category be omitted from the survey. The groups in the population to which we do wish to make generalizations from our sample (blacks, females, and persons over 55), do not show any significant biases in their representation in the sample.

Table B.1. Population Data

(Number of Persons, in thousands
by Age Class)

		Age					
Sex	Color	15-24	25-34	35-44	45-54	55 & Over	Total
F	B	15	11	10	8	14	58
	W	35	33	31	30	48	177
M	B	13	8	8	7	11	47
	W	(35)[1]	(33)	(31)	(30)	36	165
Total		98	84	79	75	109	445

---

[1] The cells with numbers in ()s were to be omitted, according to the official request. However there were good reasons to keep them in even if interest in them was fairly low, since the cost of having them obtained was marginally small, and they were able to help in a more sophisticated analysis of the data.

Table B.2. Results Expected from the Sample

(Number of Expected Persons
by Age Class)

		Age					
Sex	Color	15-24	25-34	35-44	45-54	55 & Over	Total
F	B	85	53	57	46	80	331
	W	67	63	59	57	92	338
M	B	74	45	46	40	63	268
	W	67	53	59	57	69	315
Total		293	234	221	200	304	1252

Table B.3. Actual Sample Characteristics

Sex	Race	Age	15-24	25-34	35-44	45-54	55 & Over	%
F	B		32 .38	30 .48	34 .60	24 .52	33 .41	.46
	W		35 .52	35 .56	24 .41	24 .42	35 .38	.45
M	B		30 .41	19 .42	22 .48	17 .43	25 .40	.42
	W		20 .30	26 .49	14 .24	16 .28	31 .45	.34
			.40	.47	.43	.41	.41	.42

1.2 Sample Selection

1.2.1 Selecting the Sample Cells

Stratification. The 194,727 households (1970 census) in this study area are contained in 4,565 blocks (such as city blocks). The census provides such information as % of population that is Black, average rent, and average value of owned home, as well as number of owner households, and number of renter households on each block. If we regard the value of a rental unit as 100 times its monthly rent, average value of home, whether rented or owned, is computed for each block. By ranking the blocks by "value of home" computed from low to high, we can then classify all blocks into any number of groups, or strata, wherein the HHs. are relatively homogeneous in regard to "home value" and hence to incomes to which it is related. Strata of equal numbers of households can be easily formed this way by simply cumulating number of households in the ranked blocks. We choose to have 12 strata. Likewise 12 strata were formed by ranking the blocks from low to high on Black. A third factor for stratification was whether a block was in the city or county. Combining these results a 12 x 12 x 2 frame of the 4,565 blocks was formed with the number of households contained in each of the 288 results cells shown in Table B.4.

1.2.2 Selecting HHs Within Blocks

Listing Addresses Within Blocks. A list was made for each sample block. The amount of listing required was determined for most blocks by looking at the number of HHs found by the census in 1970. This list was very simple but complete. In mixed neighborhoods - those blocks counting both Whites and Blacks - the lister also indicated whether the occupants at each address were Black or White.

Sampling Rates Within Blocks. Since Whites and Blacks were sampled at different rates, two sampling rates were applied at each block. Using a reference point (such as the block's northeast corner) the interviewer was instructed to take a specified HU (such as the 7th, say) from that corner and every kth one from there on according to instructions given on his block listing sheet. These were calculated and shown on the interviewer's work sheet for block selection.

Some addresses designated in the sample were not occupied at the time of the survey. These were regarded as they are, zeros. No substitutions were made. If more than one household (that is, two or more families) lived at a given address, (whether in the "same" living quarters or not), all were to be taken in the sample.

1.2.3 Selecting Respondents Within HHs. All persons within sample households that were 15 years of age or older were to be interviewed. Hence we obtained a cluster of respondents at each address. The efficiency per interview is not as high for this practice as when the number is confined to one, but is less costly and less complicated since no weighting is required. The net gain is usually quite large, and for a survey of this type it is highly recommended.

Selecting the 24 Cells. With the frame presented in Table B.4., a sample of 24 cells was drawn such that 2 were selected from each row and each column and that each cell came into the sample with a probability proportional to the number of HHs it contains. (See references: Jessen, 1970)[*] This sample has the property that if a fixed number of HHs is selected from each cell, the mean for household will be an unbiased estimate of the total of 494,000 in the whole area.

1.2.4 Selecting the Sample of Blacks

The design is such that 50 HHs were selected from each cell, except in the case where HHs are White, only 1/3, or 16 2/3, were taken. In the case of all White cells, 4 blocks (with 4.17 HHs to be taken from each) were selected. Where a cell is all Black, 10 blocks of 5 HHs each were chosen. Mixed cells had somewhere between 4 and 10 blocks.

These blocks were selected with probability proportioned to size, where size is total HHs. This was done by forming a cumulative total of HHs by block within the sample cell, selecting a sampling interval by dividing the sample number of blocks, n, into total households, say x, selecting a random number between 1 and x, say RN, and choosing the block containing that number of cumulative HHs. By adding x to RN the selection number for the second block is obtained, likewise 2x + RN for the third, 3x + RN for the fourth, etc., down the cumulative total. The procedure is repeated for each of the 24.

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[*] Jessen, Raymond. "Probability Sampling of Marginal Constraints", *Journal of American Statistical Association*, V. 65: 776-796 pp. June 1970.

Table P.4. HUs (City/County) in Pre Sampling Frame

"% Black" Class		"Home Value Class".											
	Σ	1	2	3	4	5	6	7	8	9	10	11	12
.48													
1	7,836	2565	926	597	1068	690	523	158	229	287	572	94	127
	8,397	0	0	0	23	961	517	1042	1361	1168	2483	527	315
.00													
2	0	0	0	0	0	0	0		0	0	0	0	0
	16,210	0	0	0	108	456	208	490	935	1943	2237	3498	6335
.00													
3	0	0	0	0	0	0	0	0	0	0	0	0	0
	16,256	438	0	5	97	446	1200	1163	1922	3671	2909	2654	1751
.00													
4	0	0	0	0	0	0	0	0	0	0	0	0	0
	16,205	0	0	22	1039	2379	2264	2611	1588	1913	2046	1521	822
.00													
5	0	0	0	0	0	0	0	0	0	0	0	0	0
	16,253	0	166	162	604	1205	2291	3092	1798	1788	1458	2167	1522
.00													
6	0	0	0	0	0	0	0	0	0	0	0	0	0
	16,164	481	0	98	601	3277	3373	2322	[illegible]748	825	567	705	667
.09													
7	1,209	350	320	136	35	38	0	197	0	75	58	0	0
	14,859	118	86	268	734	1014	1089	1931	2660	980	1358	2825	1796
.20													
8	3,228	980	534	54	757	338	29	27	132	187	97	93	0
	13,225	0	161	0	885	757	7302	1603	446	1932	1354	1269	2517
.52													
9	8,438	2271	1530	310	1901	936	883	121	108	134	126	118	0
	7,561	0	0	151	X 1137	X 1173	364	747	1110	1052	731	739	357

Table B.4. HUs (City/County) in Pre Sampling Frame
"Home Value Class".
(Continued)

"% Black" Class

.79 10	12,829	2231	2347	3286	2828	918	335	302	262	131	189	0	0
	3,393	18	469	389	535	573	317	384	491	176	36	5	0
.99 11	16,034	1538	3437	7515	2544	701	0	36	219	28	0	16	0
	221	0	53	23	101	19	25	0	0	0	0	0	0
.91 12	14,738	4890	5834	2905	749	217	29	6	60	32	0	0	16
	1,444	345	353	320	282	57	0	21	58	8	0	0	0
.34 1	64,312	14,825	14928	14803	9882	3838	1799	847	1010	874	1042	321	143
	130,188	1,400	1288	1438	6146	12317	14450	15405	15117	15456	15179	15910	16082
	194,500	16,225	16216	16241	16028	16155	16249	16252	16127	16330	16221	16231	16225
		.91	.92	.92	.38	.24	.11	.05	.06	.05	.06	.02	.01

2. Survey

The survey was carried out based on the sampling plan described above. Two groups of interviewers were obtained, one to interview Whites, the other to interview Blacks. Members of both groups were asked to interview in mixed neighborhoods as well as those where only one or the other of the races was situated. An initial one day training session was held at FVCC and the first group of interviewers began working in their assigned blocks. The procedure was to enumerate every dwelling in the block, working in a clockwise direction beginning from a particular location (typically the northwest corner of the assigned block.) In difficult areas, a precise path was laid out for the interviewer by SDC personnel. Tract maps as well as standard street maps, were provided to the interviewers. Each interviewer was given an assignment sheet containing the instructions for sampling in that particular block. The sheets indicated the expected number of households and the sampling ratio, and specified precisely which households were to be interviewed.

After the enumeration had been completed, the interviewer was to take the first assigned household and proceed through the block. All adults in each household were to be interviewed if possible. Worksheets were provided so that the interviewer could keep track of the number of eligible interviewees in each household, the number of interviews actually obtained, the number of call backs, etc. (Samples of these sheets can be found in the interviewer package mentioned above). Where the number of households varied significantly (i.e., more than 10%) from the expected number, the interviewers were instructed to contact an SDC staff member for a resolution of the problem. In most instances the number of expected dwellings decreased, but in some instances the number of dwellings encountered increased over those expected. Appropriate adjustments to the number of interviews to be obtained were made on the basis of this feedback from the interviewer.

The interviewer supervisors were required to make appropriate checks on the interviewers both in terms of those interviews obtained and those not obtained. Where an interview was refused the supervisor was to contact at least one of the persons indicating refusal by telephone to verify that a refusal had, in fact, been made. Also, the supervisor was asked to personally make inquiries concerning the interviewers' work. Since there was no one to "check the checker", we do not know whether appropriate verification was made in all instances. We have reason to believe that in the case of the White interviewers, verification was lax, especially with respect to those indicating refusals.

Independent evidence of the difficulty in obtaining cooperation in a survey of this type came to light from a number of unexpected sources. In Appendix A, an article which appeared in Business Week for September 15, 1973 has been included, since it is pertinent with respect to the actual percentage of interviews achieved versus that expected.

3. Data Processing

The data were scanned at the University of Kansas, Lawrence, and then loaded on to the IBM 360/91 at the University of California, Los Angeles, Campus Computing Facility. After an initial loading of the file and examination thereof, as reported above, it was found necessary to rescan the data and rebuild the file. This was done and the data was visually scanned by SDC personnel for verification of household code numbers. After making a number of initial corrections in the household code numbers, and adding additional census data (see Sampling Design, Section 1 above), spot checks were made of the raw computer data vs. the original answer sheets. In all cases where such checks were made the correct data had been loaded into the computer. Without the necessary time to verify each interview, a virtually unthinkable task, we are reasonably confident that the data, as loaded in the computer, has an acceptably low percentage of error of less than 1%.

Two statistical packages were used to prepare tables for use by SDC personnel in analyzing the survey results. The first was SPSS (Statistical Package for the Social Sciences) a program which has been available for a number of years and is widely known. A newer program was used for the bulk of the tables, however, since many of the questions allowed for valid multiple responses. This package is known as Datatext. Datatext is a relatively new program, but is considered a "standard" statistical package and we have no reason to question the results produced by it. (All data tables produced by the UCLA computer accompany this report.) As will be seen, not all the questions were processed in all desired cross-tabulations. Those cross-tabulations that were produced included race, sex, and age group, or a combination of the three. Lack of time and funds for data processing precluded the use of many other cross tabulations which were initially desired. Inasmuch as not all of the questions were fully processed, we feel fortunate to have received as much as we did from the data processing effort. Figure II indicates the tables produced for every question in the survey, and Appendix B explains which cross-tabulations were not produced.

FIGURE II

Coverage of Survey Questions
by the Tables

(The tables listed below appear individually for the three target groups: (A) Female respondents; (B) Black respondents, and (C) respondents above age 55. Numbers in parenthesis indicate questions in the questionnaire.)

A. General Characteristics of Target Population

I	Age (147)
II	Sex (149)
II	Race (150)
III, IV	Education (145)
V, VI	Income (148)
VII	Occupation (144)
VIII	Job Satisfaction (96)
IX	Employment (93, 94)
X	Length of time respondents employed in present job (95)
XI	Respondents having social security number (78)
XII	Housing patterns (1)
XIII	Use of Automobile (139)
XIV	Use of Public Buses (140, 141)
XV	Why Respondents Do Not Use Public Buses (142)
XVI	Respondents who would use public transportation more often (143)

B. Educational Information Needs

Cross-subjects

XVII	Respondents willing to take courses at FVCC and in own neighborhood (7a, 8, 25a, 26, 41a, 42, 62a, 63, 81a, 82, 100a, 101, 125a)
XVIII	Respondents who feel they need more information (39, 80)
XIX	Interest of respondents on lectures or courses on various subjects (121)

1. Housing

XX	Respondents interested in a lecture or course on various housing problems (5).
XXI	Housing problems for which respondents have contacted public agencies (2).
XXII	Frequency with which respondents have contacted public agencies regarding housing problems (3)

FIGURE II (Cont'd)

	2. Legal and Consumer
XXIII	Legal and consumer problems of respondents (22).
XXIV	Legal problems for which respondents have used a lawyer (23).
XXV	Frequency with which respondents have used a lawyer (24).
	3. Leisure and Recreation
XXVI	Leisure and recreational activities of respondents (58).
XXVII	For whom respondents need to find recreational activities (61).
XXVIII	Sources of information on leisure and recreational activities used by respondents (59).
XXIX	Parks and recreation departments contacted by respondents (73).
	4. Insurance and Social Security
XXX	Type of insurance for which respondents have contacted public agencies (77).
XI	Respondents having social security number (78).
XXXI	Respondents having checked on their social security benefits (79).
	5. Employment
XXXII	Respondents interested in services and information regarding vocation and career (97).
XXXIII	Respondents who feel they need more employment information (99).
	6. Health Services
XXXIV	Where respondents use health services (37).
XXXV	Use of public health agencies by respondents (38).
	7. Education
XXXVI	Respondents who have considered participating in adult education activities (123).
XXXVII	Type of course credit desired by respondents (122)
XXXVIII	Institutions where respondents have taken courses, classes, lectures (120).

C. Agency Use

XXXIX	How respondents located housing agencies (4).

FIGURE II (Cont'd)

XL Agency Use and Satisfaction

Agencies	Heard of	Tried to Get Info	Got Info	Used Services		Satisfied With Services
Housing						
HUD	12	13	14	15		16
St. Louis Housing Authority	17	18	19	20		21
Legal & Consumer						
St. Louis Legal Aid Society	27	28	29	30		31
Lawyer's Referral Service	32	33	34	35		36
Health Services						
St. Louis City Health Dept.	43	44	45	46		47
St. Louis County Health Dept.	48	49	50	51		52
Food Stamp Program & Other Services of Welfare Department	53	54	55	56		57
Health Services of Schools, Employment, etc. (a list)				37		
Various Health Clinics (a list)				38		
Leisure and Recreation						
Agencies + Places (a list - YWCA, etc.)		59		59		
St. Louis City Library & Branches		64	65	66	(within last 6 months)	67
St. Louis County Library & Branches		68	69	70	" "	71
Dept. of Parks and Recreation		72	74	75		76
Which Dept. of Parks and Recreation (a list)		73				
Insurance						
Social Security-Medicaire	83	84	85	86		87
Dept. of Welfare-Medicaid	88	89	90	91		92
Employment						
Missouri State Employment Service	102	103	104	105		106
U.S. Civil Service Commission	107	108	109	110		111
EEOC	112	113	114	115		116

FIGURE II (Cont'd)

D. Preferences for Receiving Information

L How respondents would like to receive information or education (6, 40, 130).

LI Preferences for learning alone or in a group (129).

LII Preferences for learning with family or friends (132).

LIII Length of course or session preferred by respondents (127)

LIV Frequency per week of meetings preferred by respondents (128).

LV, LVI Time and day preferred (60, 131)

E. Preferences Regarding Courses

LVII Reasons why respondents are not willing to take courses (9, 124).

LVIII Respondents willing to pay for a course (10, 133).

LVIX Amount respondents consider to be reasonable for a course (11, 134).

LX Type of instruction desired by respondents (7b, 25b, 41b, 62b, 81b, 100b, 125b).

LXI Local places preferred for courses or meetings by respondents (126).

F. Florissant Valley Community College

LXII Respondents who have attended FVCC (117, 119).

LXIII Number of semesters respondents have attended FVCC (118).

LXIV What respondents who have attended FVCC like most about FVCC (135).

LXV What respondents who have attended FVCC like least about FVCC (136).

LXVI Opinion of respondents regarding costs for tuition and student services at FVCC (137, 138).

LXVII Priority of Educational/Informational Needs

III. DATA ANALYSIS AND INTERPRETATION

A. GENERAL CHARACTERISTICS OF THE TARGET POPULATION

1. Totals

There were approximately 306 female respondents, 266 Black respondents and 124 respondents above age 55. The female respondents were evenly divided racially; 50% were Black and 50% were White. Among the Black respondents, there were slightly more females than males; 57.5% were females and 42.5% were males. There were also slightly more females than males among those respondents above age 55; 54.8% of the older respondents were female and 45.2% were male. Slightly more of the older respondents were white (53.2%) than Black (46.8%).

2. Age Distribution (Tables IA, B, C, and IIA, B)

Slightly over 50% of the respondents were between the ages of 25 and 54. The remaining respondents were almost evenly distributed between the young and older age levels (15 to 25, and above age 55). Fifty-five point nine percent of the female respondents and 54.9% of the Black respondents were between the ages of 25 to 54. Among the female respondents, 21.9% were 15 to 24 years old and 22.2% were above 55; 23.3% of the Black respondents were 15 to 24 years old and 21.8% were above age 55.

Examining smaller age brackets shows that the greatest number of female respondents, 21.2%, were 25 to 34 years of age. In contrast, the greatest number of Black respondents, 21.1% were 35 to 44 years of age. Among the female respondents (TABLE IIA), slightly more of the White females were in the young and older age brackets, with more of the Black females in the middle bracket. Twenty-two point nine percent of the White females were 15 to 25 years of age compared to 20.9% of the Black females; 22.9% of the White females were above age 55, while 21.6% of the Black respondents were in this age bracket. In the middle bracket of 25-54 years, there were 57.5% of the Black females, while 54.2% of the White females were in this bracket. In the smaller age brackets, the greatest number of White females (22.9%) were 25 to 34 years of age. The greatest number of Black females (22.2%) were 35-44 years of age.

Among the Black respondents (TABLE IIB), more of the Black males were in the young and older age brackets with more of the black females in the middle bracket. About one-fourth (26.5%) of the Black males were 15 to 25, whereas about one fifth (20.9%) of the Black females were in this age group. Twenty-two point one percent of the Black males were above 55. Slightly less (21.6%) of the Black females were in this age bracket. Conversely, more of the Black females were 25 to 54 than the Black males; 57.5% of the Black females were in this age bracket while 51.3% of the Black males fell in this age group. In the smaller age brackets, the greatest number of each of Black males and Black females were 35 to 44 years of age (19.5% and 22.2%, respectively).

Among the respondents above age 55 (TABLE I C), approximately one-third (34.7%) were 55 to 59 years of age and almost one-fourth (24.2%) were 60 to 64 years of age. This represents 58.9% of the older group, 30% were 65 to 74. Only 10.5% were above 75 years of age. However, together, this is 41.1% of the older respondents.

3. Language

When asked what language was spoken regularly in the home, all but one of the respondents answered "English". (Tables for this question can be found in the computer printouts).

4. Education (Tables III A, B, C, and IV A and B)

As a group, the female respondents were more educated than the Black respondents or the respondents above age 55. The Black population had a large number of high school dropouts. Many of the older respondents had had 8 years or less of schooling.

Whereas the same amount of Black and female respondents were high school graduates, more of the Black respondents were high school dropouts, and more of the female respondents were college educated. Over one-third each of the female respondents and Black respondents had completed high school, 38.1% and 38.3%, respectively. One-third of the Black respondents (33.3%) were high school dropouts, while less, 28.3%, of the female respondents had not completed high school. A larger percentage of the female respondents reported having attended college. About one-fifth (20.2%) of the female respondents had had some college or more, compared to 14.2% of the Black respondents.

Among the respondents above age 55, there were fewer college educated, high school graduates, and high school dropouts (12.2%, 27,8%, and 18.3%, respectively. However, a greater number had never attended high school; almost one-fourth of the older respondents (24.3%) had only completed 8 years of schooling, compared to 9.2% of the Black respondents and 8.8% of the female respondents.

Examining the Black respondents and the female respondents more closely shows that the Black female respondents were slightly more educated than the Black male respondents, whereas the White females were considerably more educated than the Black females. Fourteen point six percent of the Black female respondents had attended college, compared to 13.6% of the Black male respondents. One-fourth, (25.6%) of the White female respondents reported having attended college, while, as previously stated, 14.6% of the Black females had gone to college.

5. Income (Tables V A, B, C and VI A, B)

In general the female respondents earned a higher income than the Black respondents. Considerably more of the older respondents earned low income; however, more of the older respondents also fell into the higher income brackets.

Approximately one-third each of the Black respondents and the female respondents earned less than $5,000 (32.5% and 32.6%, respectively). While more of the Black respondents earned between $5,000 and $10,000, a larger percentage of the female respondents earned over $10,000. Fifty-three point eight percent of the Black respondents compared to 45.6% of the female respondents earned $5,000 to $10,000. Conversely, 21.9% of the female respondents and only 13.8% of the Black respondents earned over $10,000.

Half of the respondents above age 55 (50.0%) earned less than $5,000. Slightly over one-fourth, 26.7%, earned $5,000 to $10,000. Almost one-fourth, 23.3% earned over $10,000, compared to 21.9% of the female respondents and 13.8% of the Black respondents.

Among the Black respondents, the Black females earned lower income than the Black males. More of the Black females earned less than $5,000 and $5,000 to $10,000, whereas considerably more of the Black males earned above $10,000. Thirty-four point one percent of the Black females reported earning less than $5,000 compared to 30.6% of the Black males. Fifty-five point seven percent of the Black female respondents earned $5,000 to $10,000, while 51.4% of the Black males were in this income bracket. Conversely, 18.1% of the Black male respondents earned $10,000 or more compared to only 10.2% of the Black females.

The White female respondents tended to earn higher incomes than the Black female respondents. Whereas the White females were almost evenly divided among low, middle, and high income brackets, most of the Black females earned middle and low incomes, with few in the high income bracket. Thirty-one point zero percent of the White females earned less than $5,000, 38.9% earned $5,000 to $10,000 and 30.2% earned over $10,000. Approximately the same percentage of Black females (34.1%) earned less than $5,000. However, over one half (55.7%) earned $5,000 to $10,000, while only 10.2% earned over $10,000.

6. Occupation (Tables VII A, B, and C)

A large number of the respondents were homemakers or retired. The remainder were primarily clerical, service, professional or craftsman.

Over one-third of the female respondents (39.5%) were homemakers. When asked to indicate their occupation from a list of occupations, 16.5% selected "other". The next most frequent responses were "clerical workers" (10.7%); 8.2% of the female respondents were in the professional, technical category;

6.2% were serviceworkers; 5.8% retired; 5.3% salesworkers; 4.1% operations (which includes drivers and delivery); and 2.1% managerial administration.

Among the female respondents, more of the White females were homemakers or retired than the Black female respondents; 45.3% of the White females were homemakers compared to 31.7% of the Black females. Seven point two percent of the White females were retired compared to 3.8% of the Black females. There were similar respective amounts of Black and White females in the remaining occupations listed, with slightly more of the Black females in each occupation except operations.

When asked their occupation, over one-fourth of the Black respondents indicated "other" (27.6%). Eighteen point two percent of the Black respondents were homemakers, among whom all were females; 10.5% were craftsmen or foremen, most of whom were males; 7.7% were clerical workers; and 7.2% were professional/technical, both of which were primarily females. More of the Black males were retired than the Black females, 9.1% compared to 3.8% respectively.

About one-third (33.3%) of the respondents above age 55 were retired; 15.6% were homemakers; 12.5% were service (which includes household workers and waiters); and 11.5% were in the professional/technical category. Few, from zero to 6% were in the remaining occupations (see TABLE VII C).

7. Job Satisfaction (Tables VIII A, B, and C)

The respondents who worked were mostly satisfied with their job. When asked whether they were satisfied with their present job, 86.0% of the Black respondents, 85.9% of the female respondents, and 84.2% of the respondents above age 55 replied "yes".

8. Employment (Tables IX A, B, and C)

Many of the respondents were unemployed. The remainder were primarily employed full-time, with some part-time workers among the female and older respondents.

About two-thirds of the older respondents (67.5%), over half of the female respondents (58.6%), and almost one-half of the Black respondents (45.5%) were unemployed. Those employed full time numbered half of the Black respondents (50.6%), almost one third of the female respondents (31.5%) and almost one fourth of the older respondents (23.3%).

The Black respondents were either employed full-time or not at all; whereas some of the female respondents, and respondents above age 55, were also employed part-time. Only 3.9% of the Black respondents were part-time workers. In contrast, 9.9% of the female respondents and 8.3% of the older respondents were employed part-time.

Among the female respondents, more of the White females were unemployed than the Black females; 63.1% of the White females, compared to 53.8% of the Black females were unemployed. Additionally, a larger percent of the White females worked part-time; 12.8% of the White female respondents reported that they worked part-time, while 7.0% of the Black females were part-time workers. Correspondingly, about one-fourth (24.2%) of the White females worked full-time, while over one-third (39.2%) of the Black females were employed full-time.

Looking more closely at the employment patterns of the Black respondents shows that the proportion unemployed of the Black males was about one-third (34.8%). The unemployment figure for the Black females as cited above was 53.8%. Also, none of the Black males were employed part-time, while 7.0% of the Black females worked part-time.

9. Length of Time Employed in Present Job (Tables X A, B, and C)

Most of the working respondents had been employed for over 12 months in their present job. Among the three target groups, a similar small amount has been employed from 6 to 12 months in their present job. However, more of the female respondents were employed less than 6 months than was the case in the other two groups.

Among those employed, 87.2% of the older respondents, 77.9% of the Black respondents, and 70.0% of the female respondents were employed over 12 months in their present job. Approximately one-tenth of each group had been employed from 6 to 12 months in their present job: 12.3% of the female respondents, 11.3% of the Black respondents, and 10.3% of the older respondents.

The target groups differed in the amount employed less than 6 months in their present job. Seventeen point seven percent of the working female respondents had been employed less than 6 months in their present job. This is more than had been employed, 6 to 12 months. Eleven point three percent of the working Black respondents reported they had been employed less than 6 months in their present job. This is the same amount employed from 6 to 12 months. A very small percentage (2.6%) of the older respondents had been employed less than 6 months.

10. Respondents Having a Social Security Number (Tables XI A, B, and C)

A high percentage of all respondents reported having a social security number. 99.6% of the Black respondents, 99.1% of the female respondents, and 97.5% of the older respondents indicated that they had a social security number.

11. Housing Patterns (Tables XII A, B, and C)

More of the Black and female respondents rent than own, while more of the older respondents own than rent. A small amount of Black and female respondents board; few of the older respondents board.

Almost one-half each of the Black and female respondents rent, 48.5% and 47.8% respectively. Over one-third in each group own: 35.4% of the Black respondents and 39.9% of the female respondents. In contrast, over one-half, 56.1% of the older respondents own, and over one third, 39.3% rent.

Very few of the older respondents board, only 1.5%. However, 16.2% of the Black respondents and 12.4% of the female respondents reported that they board.

12. Use of Automobile (Tables XIII A, B, and C)

For each group, almost one-half reported using a car all the time. Although more of the Black respondents know how to drive, a slightly greater number never use a car.

When questioned on automobile use, 48.2% of the Black respondents, 44.9% of the older respondents, and 44.7% of the female respondents replied that they use a car all the time. Whereas over one-fourth of the older respondents (28.8%) answered that they don't drive, and almost one-fourth of the female respondents (23.0%) fell in this category, only 14.4% of the Black respondents indicated that they don't drive. In contrast, 17.8% of the Black respondents never use a car compared to 15.3% of the older respondents and 13.1% of the female respondents.

About one-fifth each of the Black respondents (19.6%) and the female respondents (19.2%) drive when they make arrangements to have a car; however, only 11.0% of the older respondents were able to make arrangements to have a car.

13. Use of Public Buses (Tables XIV A, B, and C)

About one-fourth of the respondents use public buses. Of those respondents who use public buses, they either use buses practically never, or a few times a week. More of the female and Black respondents than the older respondents use a bus every day.

When asked if they use public buses, 27.8% of the Black respondents, 27.6% of the female respondents, and 23.7% of the older respondents replied "yes". Most of the older respondents who use public buses do so practically never (42.4%), or a few times per week (33.3%). Few of the older respondents use the buses every day or several times a week (12.1% each). Among the female respondents who use public buses, most also either use buses practically never (34.6%) or a few times a week (31.8). A larger percentage use buses every day (20.9%). A similar small percent of the female respondents use buses several times a week (12.7%). Although a similar percent of the Black respondents use buses a few times a week, fewer use buses practically never, and more use them every day than the female or older respondents. Thirty point four percent of the Black respondents use buses a few times a week. Slightly over one fourth each use buses practically never (27.2%) and every day (26.1%). A larger percentage (16.3%) also use buses several times a week.

14. Why Respondents do Not Use Public Buses (Tables XV A, B, and C)

Respondents do not use public buses primarily because they prefer a car. The next highest response selected was "other", followed by time involved and bad routes. Few respondents felt that the public buses were too expensive, uncomfortable, or too dangerous.

When asked why they don't use public buses, most of the Black respondents (80.7%) replied that they prefer to use a car. The remaining few responses were 8.5% "other"; 5.1% "it takes too long"; 4.6% "they don't go where I need to go"; and 1.1% "they are uncomfortable". None of the Black respondents felt that the public buses were too expensive or dangerous.

Compared to the Black respondents, a smaller percentage of the female respondents, but still a majority (64.4%), stated that they prefer to use a car; a larger percent (15.1%) selected "other". Nine point six percent disliked the bus routes and 5.9% felt the buses take too long The remaining few responses were 1.8% each regarding danger and comfort, and 1.4% "too expensive".

Among the older respondents, half (54.5%) indicated that they prefer a car. Almost one fifth (19.3%) selected "other". Twelve point five percent disliked the routes and 9.1% felt that the buses take too long. The remainder of the responses were 2.3% regarding the danger, and 1.1% each that the buses are too uncomfortable and too expensive.

15. Respondents Who Would Use Public Transportation More Often (Tables XVI A, B, and C)

The most frequent condition selected by the female and Black respondents for using the public buses more often was "if it were free". The second most frequent selection, was "if buses ran more "often". In contrast, the older respondents selected most frequently "if buses ran more often" and secondly, "if it were free".

About one-fourth of the female respondents (24.6%) would use public transportation more often if it were free. Other primary conditions were "if buses ran more often" (21.3%); if the route were closer to one's destination (16.4%);"if it took less time" (14.8%); and if the bus route were closer to one's home (9.8%). Of lesser importance to the female respondents were, "if buses were more comfortable, "less crowded", and "if it cost less" (4.1% each), and "if buses operated later" (0.8%).

Over one-fourth of the Black respondents (28.0%) would use public transportation more often "if it were free". Of importance also to the Black respondents were "if buses ran more often" (18.3%) and "if it took less time" (17.2%). The remaining conditions were of lesser importance: "if routes were closer to one's destination" (8.6%); "if buses operated later" and "if buses were more comfortable" (7.5% each); "if buses were less crowded" (6.5%); and "if the route were closer to one's home", and "if it cost less" (3.2% each).

Almost one-fourth of the older respondents (24.0%) would use public transportation "if buses ran more often"; 16.0% "if it were free"; 14.0% "if it cost less"; 12.0%, "if the route were closer to one's destination, and 10.0% each if buses operated later, or if it took less time. A few would ride buses if they were more comfortable (4.0%), and if they were less crowded (2.0%).

B. EDUCATIONAL AND INFORMATIONAL NEEDS

Respondents were questioned regarding their educational and informational needs in seven areas of human needs: housing, legal and consumer, leisure and recreation, insurance and social security, employment, health services, and education.

Three types of questions were designed to elicit information about needs of the respondents in the above subject areas: (a) if respondents would like information, or if they would be interested in courses in the various topics; (b) problems they have had in the past; and (c) agencies respondents have consulted regarding various problems.

The first type of question establishes respondents stated interests. The second type identifies needs in terms of problems respondents have experienced. The third type identifies those problems about which respondents consult agencies and identifies which agencies they contact.

It was not possible to ask the three types of questions in each subject area. To do so would have made the questionnaire far too lengthy. However, for each subject area two out of three types of questions were asked. Figure I shows the distribution of these questions for the seven subject areas.

When asked whether they would be interested in taking courses on legal and consumer affairs in their own neighborhood, 98.1% of the Black respondents, 95.0% of the older respondents, and 90.0% of the female respondents responded "yes". When questioned on their willingness to take such courses at FVCC, few were interested: only 15.8% of the female respondents, 9.2% of the Black respondents and 1.8% of the older respondents. For the other subjects, less than 25% of the respondents were interested in taking courses either at FVCC or in ones own neighborhood; however, there was a slight increase of responses for taking courses in ones own neighborhood. Only

Figure I

Distribution of Questions Regarding Educational and Informational Needs

Subject Areas	Would Like Information/Courses	Past Problems/Behavior	Agency Use
Housing	5. "Would you be interested in a lecture, class, course or..." (a list of housing problems. 7a. Respondents interested in a class on housing at FVCC. 8. Respondents interested in a class on housing in their own neighborhood.		2. "Have you ever used a public agency for any of the following? "(a list of housing problems) 3. Frequency of housing agency use.
Legal and Consumer	25a. Respondents interested in a class on legal and consumer problems at FVCC. 26. Respondents interested in a class on legal and consumer problems in their own neighborhood.	22. "Have you ever had problems with..." (a list of legal and consumer problems)	23. "Have you ever used a lawyer ..." (a list of legal and consumer problems) 24. Frequency with which respondents have used a lawyer.
Leisure and Recreation	61. For whom respondents need to find leisure and recreational activities. 62a. Respondents interested in recreational classes or activities at FVCC. 63. Respondents interested in recreational classes or activities in their own neighborhood.	58. "What do you like to do in your spare time?" (a list of leisure and recreational activities)	59. Sources of information on leisure and recreational activities (types of institutions) 72. Whether respondents have contacted a Parks and Recreation Department for information. 73. Parks and Recreation Departments contacted by respondents.

Distribution of Questions Regarding Educational and Informational Needs

(Continued)

Subject Areas	Would Like Information/Courses	Past Problems/Behavior	Agency Use
Insurance	80. "Do you feel you need more information regarding Insurance, Social Security Benefit programs?" (Yes, no) 81a. Respondents interested in a course on Insurance or Benefit programs at FVCC. 82. Respondents interested in a course on Insurance or Benefit programs in their own neighborhood.		77. "Did you ever try to get information or help from any agency regarding..." (a list of types of insurance.) 79. "Have you ever checked on your Social Security benefits?"
Employment	97. "Would you be interested in ---" (a list of career and vocational services and information.) 99. "Do you feel you need more information or help on..." (a list of employment concerns.) 100a. Respondents interested in course on employment at FVCC. 101. Respondents interested in a course on employment in their own neighborhood	98. Have you ever tried to get information or help regarding employment?" (Yes, no)	

Figure I

Distribution of Questions Regarding Educational and Informational Needs

(Continued)

Subject Areas	Would Like Information/Courses	Past Problems/Behavior	Agency Use
Health Services	39. "Do you feel you need more information on Health Services?" 41a. Respondents interested in a course on Health Services at FVCC. 42. Respondents interested in a course on Health Services in their own neighborhood.		38. Have you ever used various Health agencies?" (a list of Health agencies.) 37. Where respondents use Health Services (a list of institutions.)
Education	122. Type of course credit desired. 125a. Respondents interested in courses on various subjects at FVCC. (Yes, no) 126. Respondents interested in courses on various subjects in other local locations. (a list of types of institutions.)	120. Institutions where respondents have taken courses, classes, lectures. (a list of institutions.) 123. "Have you ever considered participating in adult education activities?" (Yes, no.)	
In General	121. Interest of respondents on classes, courses, etc., on various topics. (a list of topics)		

regarding the interest of female respondents in leisure and recreational activities was this pattern reversed: 24.7% of the female respondents were interested in recreational activities at FVCC, while only 16.9% were interested in such activities in their own neighborhood.

Among the subject areas listed above, the respondents were primarily interested in courses in legal and consumer information to be attended in their own neighborhood. Interest in courses in other subjects in ones own neighborhood is low, less than 25% in each subject. Few respondents are interested in taking courses in any subject at FVCC.

For each subject, respondents were asked if they would be willing to take courses at FVCC or in their own neighborhood. Responses were generally low for taking courses at FVCC, and increased only slightly for taking courses in ones own neighborhood. However, in the case of legal and consumer information, responses jumped from less than 20% willing to go to FVCC to above 90% interested in courses in ones own neighborhood.

1. Housing

This topic was third in interest of respondents for taking courses in one's own neighborhood. Twenty-two point nine percent of the Black respondents, 18.6% of the female respondents and 16.0% of the older respondents were interested in taking a course or lecture on housing in their own neighborhood.

Respondents were asked in which of a list of housing topics they would like to take a course. Responses were distributed over most of the topics; therefore, the following percentages are low. Since respondents selected more than one topic, totals are responses rather than number of respondents.

Among the various topics on housing problems, respondents were fairly interested in maintenance and repair and how to obtain financing. Nineteen point two percent or 5 out of 26 older responses; 17.6% or 13 out of 74 Black responses; and 15.4% or 14 out of 91 female responses were maintenance and repair. Similarly, 13.5%, or 10 out of 74 Black responses; 13.2% or 12 out of 91 female responses; and 11.5% or 3 out of 26 older responses, were for "How to Obtain Financing."

"Finding a house or an apartment" and "dealing with a real estate broker" were primarily of interest to female respondents. Fourteen point three percent or 13 out of 91 female responses were "finding a house or an apartment", while 7.7%, 2 out of 26 older responses and 6.8% or 5 out of 74 Black responses were for this topic. Similarly, 18.7% or 17 out of 91 female responses were "dealing with a real estate broker". None of the older respondents selected this subject and only 9.5% or 7 out of 74 Black responses were for "Dealing with a real estate broker."

"Landlord - tenant rights and relationships" were more of interest to the older respondents than Black or female respondents. Twenty-three point one percent or 6 out of 26 older responses were for this topic. Less, 17.6% or 13 out of 74 Black responses and 9.9% or 9 out of 91 female responses were for this subject.

"Other" received many responses from older and Black respondents: 30.8% or 8 out of 26 older responses, and 25.7% or 19 out of 74 Black responses. Fewer of the female responses were for "other" - 14.3% or 13 out of 91. Few respondents (less than 7% of responses for each topic) were interested in how to obtain a permit, zoning change, etc., how to get help in renting an apartment, or how to appeal one's property taxes (see tables XX A, B and C for percentages).

Slightly over half of the respondents who have contacted a public agency regarding housing problems have done so only once. Many have contacted such agencies 2 or more times (tables XXII A, B and C). Fifty-six point seven percent of the Black respondents, 54.5% of the female respondents and 53.3% of the older respondents have contacted public agencies about housing problems only once. Conversely, 46.7% of the older respondents, 45.5% of the female respondents and 43.3% of Black respondents have done so 2 or more times.

Respondents have contacted public agencies regarding a variety of housing problems. Few have contacted public agencies for discrimination in housing; to obtain water, plumbing or heating, zoning restrictions; street and sidewalk problems; and none for information on selling property (see tables XXI A, B and C for percentages).

Female respondents have contacted public agencies about locating housing and for information or permits to make repairs, remodel, or build more than Black or older respondents. Seventeen point two percent or 11 out of 64 female responses were "locating housing" compared to 12.3% or 7 out of 57 Black responses and 6.9% or 2 out of 29 older responses. Similarly, 15.6% or 10 out of 64 female responses were for information or permits to make repairs, etc., while 8.8% or 5 out of 57 Black responses and 3.4% or 1 out of 29 older responses went for this topic.

More Black respondents have contacted public agencies to check ownership or title of a home than have female or older respondents. Twelve point three percent or 7 out of 57 Black responses were for this topic; 9.4% or 6 out of 64 female responses and 6.9%, 2 out of 29 older responses were for this subject.

Fifteen point eight percent or 9 out of 57 Black responses and 15.6 or 10 out of 64 female responses were "property taxes" compared to 10.3% or 3 out of 29 older responses.

"Other" was also selected by female and Black respondents, 9.4% (6 out of 64) and 7.0% (4 out of 57) respectively. None of the older respondents selected "other".

Older respondents have contacted public agencies for assistance in rent or house payments and for information on fixing property more than Black or female respondents. Twenty-four point one percent or 7 out of 29 older responses were "assistance in rent or house payment" compared to 14.0% or 8 out of 57 Black responses and 4.7% or 3 out of 64 female responses.

Seventeen point two percent or 5 out of 29 older responses were "information on fixing property", while 7.8% or 5 out of 64 female responses and 7.0% or 4 out of 57 responses were for this topic.

7. Legal and Consumer

This is a subject of highest interest to the respondents: 98.1% of the Black respondents, 95.0% of the older respondents and 90.0% of the female respondents were interested in taking courses on this subject in their own neighborhood. (Tables XVII A, B and C).

Although the total number of responses was low, it can be observed that a course in consumer rights and skills was of more interest than legal rights (Tables XIX A, B and C). Among the female respondents, 46.9% (or 15 out of 32) were "definitely" interested in a course on consumer rights and skills, whereas 24.2% (8 out of 33) were "definitely" interested in a course on legal rights. Sixty four point three percent of the Black respondents (9 out of 14) indicated definite interest in a course on consumer rights and skils, while 18.8% (3 out of 16) were interested in a course on legal rights. Similarly, 40.0% of the older respondents (2 out of 5) were interested in a course on consumer rights and skills, and 25.0% (1 out of 4) were interested in a course on legal rights.

Examining legal and consumer problems respondents have had can aid in identifying their needs. Whereas the Black and female respondents have had problems primarily in getting or using credit, the older respondents have had problems mainly in renting or occupying an apartment or house (Tables XXIII A, B and C).

Thirty point eight percent, or 37 out of 120 Black responses and 24.4%, or 29 out of 119 female responses were for problems with getting or using credit. While only 9.6% (5 out of 52) of the older responses were for this problem, 23.1% (12 out of 52) of older responses were for problems renting or occupying an apartment or house.

Following this, "getting repairs done right the second and third time" and "other legal/contract problems" were selected most frequently; 15.4%, 8 out of 52 older responses, 13.4%, 16 out of 119 female responses, and 11.7%, 14 out of 120 Black responses were "getting repairs done right." Nineteen point two percent (23 out of 120 Black responses), 15.1%, 18 out of 119 female responses, and 13.5% (7 out of 52 older responses) were "other legal/contract problems." In addition, 13.3% of the Black responses were for "Buying a car", while only 9.6% of the older responses and 6.7% of the female responses were for this problem.

Scattered low responses were received in the other legal and consumer problems listed; less than 10% for each problem. Similar percentages of responses were received for "working conditions, pay, legal-type employee problem" in the three target groups: 5.8% each of the Black and older responses and 6.7% of the female responses.

Regarding problems with collecting unemployment or disability pay, more of the females had this problem than the older or Black groups: for this problem there were 8.4% of the female responses, compared to 7.7% of the older responses, and 5.0% of the Black responses.

There were few responses from the Black groups for returning a poor or damaged item to a store (1.7%), whereas this problem amounted to 7.6% of the female responses and 5.8% of the older responses. Getting a car or other item repaired under warranty was also of low response among the Black group. This problem was 3.3% of the Black responses, 9.2% of the female responses and 9.6% of the older responses.

Most of the respondents who use a lawyer do so once or twice. Few use a lawyer frequently. Of those who have used a lawyer, 66.3% of the Black respondents, 65.8% of the female respondents and 65.5% of the older respondents have used a lawyer once or twice. Thirty point eight percent of the female respondents, 28.4% of the Black respondents and 29.1% of the older respondents have used a lawyer a few times. Only 5.5% of the older respondents, 5.3% of the female respondents and 3.4% of the Black respondents who use a lawyer do so frequently. (Tables XXV A, B and C).

Respondents primarily use a lawyer for business reasons. They also use a lawyer for family affairs such as wills or adoptions and buying and selling a home or other property. (Tables XXIV A, B and C)

Forty-four point nine percent of the older responses (31 out of 69) 33.6% of the Black responses (43 out of 128) and 28.5% of the female responses received were "for business reasons". For the female and older respondents lawyers were also frequently used for family affairs such as wills or adoptions: 26.6% (42 out of 158 female responses) and 18.8% (13 out of 69 older responses). For the Black group, this was less, 10.9% (14 out of 128) and "other" was 20.3% of the responses (26 out of 128).

There was moderate use of a lawyer for buying or selling a home or other property: 16.4% (21 out of 128 Black responses); 15.9% (11 out of 69 older responses); and 12.7% (20 out of 158 female responses).

Few respondents have used a lawyer for taxes or other government claims and for legal suits. None of the older or Black respondents indicated that they had used a lawyer for taxes or other government claims, and only 1.3% (2 out of 158) of the female responses were for this problem. Similarly, only 2.5% of the female responses, 2.3% of the Black responses and 1.4% of the other responses were in the area of legal suits.

Female respondents have used a lawyer for auto or insurance claims more frequently than the Black and older respondents. This problem totalled 8.2% of the female responses, but only 4.3% of the older responses and 3.9% of the Black responses.

A lawyer was used more frequently by the Black respondents regarding misdemeanor or felony charges than the older or female respondents. Where as 7.8% of the Black responses were for this area, only 1.4% of the older responses and none of the female responses were for this problem.

A lawyer was used for civil rights, employment practices or housing discrimination with low frequency and least by the female respondents. Two point five percent of the female responses were for this problem, while slightly more were received in this area by the Black respondents (4.7%) and the older respondents (4.3%)

3. Leisure and Recreation

This subject was of moderate interest--fourth in preference for the female and older respondents and fifth for the Black respondents. Sixteen point nine percent of the older respondents, 15.5% of the Black respondents and 15.2% of the female respondents were willing to participate in leisure or recreational activities in their own neighborhood. While for the Black and older respondents less were interested in such courses or activities at FVCC, more of the female respondents indicated an interest in leisure or recreational activities at FVCC. Ten percent of the Black respondents and 8.4% of the older respondents were interested in leisure and recreational activities at FVCC. In contrast, 24.7% of the female respondents were interested in such activities at FVCC. (Tables VII A, B, and C).

From Tables XIX A, B and C, we can identify which leisure or recreational activities the respondents preferred.

Female respondents were interested in all the pastime activities listed. However, they were more interested in courses in art and music than literature or drama. Forth-six point seven percent, 14 out of 30 female respondents, were "definitely" interested in a course on art and 44.8% (13 out of 29) in music; less were interested in a course on literature (36.0%, 9 out of 25) or drama (37.5%, 6 out of 16). Interest in ecology was rather high, 42.9% (9 out of 21). Female respondents were also fairly interested in crafts and hobbies (41.5%). They were interested in recreational activities to a lesser degree (37.1%, 13 out of 35).

In contrast, Black respondents were more interested in music and drama than art or literature; 34.5% (10 out of 29) of the Black respondents were "definitely" interested in a course in music, and 33.3% (3 out of 9) in drama. Not as many indicated an interest in art (29.4%, 5 out of 17) or literature, (18.8%, 3 out of 16). Black respondents were fairly interested in ecology (33.3%, 2 out of 6) and recreational activities (31.3%, 5 out of 16). Few were interested in crafts and hobbies (13.0%, 3 out of 23).

There were not enough responses received from respondents above age 55 to permit positive identification of which pastime activities were preferred. From the few responses that were received it appears that interest in courses in recreational activities or crafts and hobbies was low. Only one out of 5 respondents (20.0%) indicated "definite" interest in participating in recreational activities, and 2 out of 8 respondents (25.0%) were definitely interested in crafts and hobbies. Two out of 61 respondents, or 33.3%, would definitely participate in a course on art. None of the few respondents who responded regarding literature, music and drama would "definitely" participate; all would "possibly" participate. However, there were only 2 respondents for literature and one each for music and drama. Of the 2 respondents for ecology, one would "definitely" participate and one "possibly.

Respondents were asked what they do in their spare time. The three target groups shared a few leisure activities. However, for the most part, their pastime activities were different. There were a large number of activities listed in which few of the respondents engaged themselves. (Tables XXVI A, B and C).

Since respondents often indicated more than one of the activities listed, the number of responses received for each topic indicates degree of participation.

Watching television and playing cards, chess, games were frequent activities for Blacks, female and older respondents. Sixteen point four percent of older responses, 8.7% of female responses and 8.7% of Black responses were "watch TV". Ten point eight percent of the older responses, 9.1% of the Black responses and 7.8% of the female responses were "play cards, chess games".

The Black and female respondents participate in some activities that the older respondents do not, such as, going to a park, knitting and sewing, and going to a play or concert. Where as 10.4% of the Black responses and 9.3% of the female responses were "go to a park", only 1.0% of the older responses were for this activity. Similarly, 11.8% of the female responses and 8.6% of the Black responses were knitting or sewing, but only 2.1% of the older responses were knitting and sewing. Only 2.6% of the older responses were "go to a play or concert", and while 6.5% of the female and 8.8% of the Black responses were for this activity.

Playing sports was an activity in which the Black respondents participated much more frequently than the female respondents. Few of the older respondents participated in sports. A moderate 6.7% of the Black responses were for "play sports." Less, 3.8% of the female responses were for sports and only 1.0% of the older responses were for sports.

Reading, cooking and meeting with people were activities in which the older respondents participated much more than the Black or female respondents. Whereas 10.8% of the older responses were "read", only 5.8% of the female and 3.9% of the Black responses fill in this activity. Fifteen point nine percent of the older responses were "cook", while 9.5% of the female and 5.5% of the Black responses were "cook". Only 24.6% of the older responses was "meet with people." In contract, only 7.6% of the female and 5.2% of the Black responses was "meet with people".

The following activities are those in which few of each target group participate. Each of these activities received less than 5% of the responses: camping, boating etc.; sightseeing; collecting stamps, bottles, etc.; building or making things; arts and crafts; gardening; participating in drama, singing, dancing, or a band; going to the art museum, science museum, botanical gardens; taking a class or course; attending lectures, church activities; volunteer work; and going to a bar (see Tables XXVI A, B, and C for exact percentages)

Respondents were asked for whom they need to find recreational activities. Female respondents need to find recreational activities primarily for themselves alone and also with their family, Black respondents for themselves, and older respondents for themselves alone and also with their spouse. Few of the respondents needed recreational activities for their children or friends. (Tables XXVII A, B and C)

All of the respondents indicated a need to find recreational activities for themselves: 48.1% of the Black respondents, 41% of the older respondents and 34.1% of the female respondents.

More of the older respondents needed to find recreational activities in which to participate with their spouse than the Black or female respondents. Whereas over one-third of the older respondents (34.9%) selected "self and spouse", only about one-fifth each of the Black and female respondents, 20.8% and 19.3% respectively, selected "self and spouse."

More of the female respondents indicated "self and family" and "self and friends" than the Black and older respondents. While 30.5% of the female respondents stated that they need to find recreational activities for themselves and their family, 21.2% of the Black respondents and only 14.5% of the older respondents selected this. Also, 12.9% of the female respondents need such activities for themselves and their friends. Eight point four percent of the older respondents and 6.1% of the Black respondents selected "self and friends."

Few of the respondents needed to find recreational activities for children: only 3.8% of the Black respondents, 3.2% of the female respondents and 1.2% of the older respondents.

When respondents want to find information about leisure and recreational activities in their area, they contact places and agencies such as parks and recreation departments, or churches. They contact organized groups such as the YMCA or YWCA and information sources such as libraries to a lesser extent (Table XXVIII A, B and C)

Sixty-nine point two percent of the older respondents, 68.3% of the Black respondents and 61.5% of the female respondents indicated that they contact places and agencies such as parks and recreational departments or churches for recreational information.

More of the female respondents contact libraries for such information than the Black or older respondents. Twenty-four point one percent of the female respondents contact libraries for recreational information, while only 15.0% of the Black respondents and 7.7% of the older respondents do so.

More of the older respondents contact organized groups such as the YMCA or YWCA than Black or female respondents: 23.1% of the older respondents, compared to 16.7% of the Black respondents and 14.5% of the female respondents.

Among those respondents who contact parks and recreation departments for recretional information, the older respondents and Black respondents tend to contact the St. Louis City Parks and Recreation Department, while most of the female respondents contact the County Parks and Recreation Department. They contact other municipal parks and recreation departments to a lesser degree (Tables XXIX A, B and C)

Fifty-five percent of the Black respondents and 50% of the older respondents contact the St. Louis City Parks and Recreation Department, while 27.3% of the female respondents contact this agency, conversely, 51.5% of the female respondents contact the County Parks and Recreation Department, and 25.0% each of the Black and older respondents contact the County Parks and Recreation Department.

Other Municipal Parks and Recreation Departments are contacted by 25.0% of the older respondents, 21.2% of the female respondents and 20.0% of the Black respondents.

4. Insurance

This subject was second-most in interest to the older respondents, fourth in interest to the Black respondents and fifth in interest to the female respondents for taking courses in one's own neighborhood. Eighteen point one percent of the older respondents, 16.4% of the Black respondents and 16.3% of the female respondents were willing to take courses on insurance in their own neighborhoods (Tables XVII A, B and C)

When asked if they felt they need more information regarding insurance, social security and other benefit programs, 27.7% of the female respondents, 23.6% of the older respondents and 22.4% of the Black respondents responded yes. (Tables XVIII A, B and C)

Respondents were asked for which type of insurance they have contacted public agencies. Whereas Black and female respondents have contacted public agencies primarily regarding automobile insurance, older respondents have contacted public agencies regarding Medicare. (Table XXX A, B and C)

As in some of the previous questions, respondents were permitted more than one answer. As a result, there are totals of responses received for each question, rather than totals of respondents. Thirty-six point four percent of the Black responses and 28.1% of the female responses were regarding automobile insurance, in contrast to 11.9% of the older responses. Almost half, 42.9% of the older responses were regarding Medicare. Fewer of the female or Black respondents have contacted public agencies regarding Medicare. Sixteen point nine percent and 14.3% of the female and Black responses were for Medicare.

All of the respondents have contacted public agencies about medical insurance to a similar degree: 12.4% of the Black responses, 13.0% of the female responses and 11.9% of the older responses.

The female respondents have contacted public agencies about unemployment insurance more frequently than the Black respondents. Few of the older respondents have contacted a public agency about unemployment insurance; 10.1% of the female responses, 7.8% of the Black responses and 2.4% of the older responses were "unemployment insurance".

Public agencies were contacted regarding fire or theft insurance by Black and female respondents more frequently than by older respondents; 22.1% of the Black responses and 21.3% of the female responses were for this insurance, while 9.5% of the older responses were "fire and theft insurance."

Older respondents contacted public agencies regarding disability insurance to a greater extent than the female or Black respondents; 16.7% of the older responses was disability insurance, while only 6.7% of the female responses and 5.2% of the Black responses were "Disability Insurance".

Few of the respondents have contacted a public agency about medicaid and the Black respondents have done so least of all; 4.8% of the older responses, and 4.5% of the female responses were "medicaid" while only 1.3% of the Black responses were medicaid.

As stated in Section A, General Characteristics, most of the respondents have a social security number. Most of the Black and female respondents have not checked on their social security benefits, while about half of the older respondents indicated that they have done so; 53.0% of the older respondents stated that they have checked on their social security benefits; 23.5% of the female respondents and 20.2% of the Black respondents have checked on their social security benefits (Tables XXXI A, B and C)

5. Employment

This is a subject of second most interest to Black and female respondents and of least interest to older respondents, for taking courses or lectures in ones own neighborhood. Twenty-four percent black respondents, 20.1% female respondents and 8.3% older respondents were willing to participate in such courses or lectures in their own neighborhood. (Tables XVIII A, B and C)

Respondents were questioned regarding their interest in courses or lectures on various subjects among which were several subjects about employment. Although the number of total respondents was low, it can be observed that respondents were more interested in full-time employment information than part-time employment. Forty-two point nine percent or 9 out of 21 Black respondents were "definitely" interested in a course or lecture on full-time employment, while 16.7% or 6 out of 36 Black respondents were "definitely" interested in part-time employment. Similarly, 45.5% or 10 out of 22 female respondents indicates interest in full-time employment, whereas 24.3% or 9 out of 37 female respondents were interested in part-time employment. There was only one older respondent to the question regarding full-time employment and this person was "possibly" interested. Two out of 7 older respondents, or 28.6% were "definitely" interested in part-time employment information.

Female respondents were more interested in "Small business operations" than Black respondents, and older respondents least of all. Thirty-five point nine percent or 14 out of 39 female respondents indicated interest in this subject, compared to 25.9% or 15 out of 58 Black respondents, and 10.0% or 1 out of 10 older respondents. (Tables XIX A, B and C)

Tables XXXII A, B and C and XXXIII A, B and show responses regarding additional employment and vocational concerns. Between 8 and 12% of the Black and female respondents were interested in information or services about most of the topics listed. These included job information, employment, educational requirements, individual rights, unions, vocational counseling, instructional training, and information on how to get a better job. (See above listed Tables for percentages) Eight percent of the female respondents were also interested in information on how to do ones job better; however only 2.4% of the Black respondents were interested in this topic.

Slightly more female respondents were interested in instructional training than the Black respondents: 14.4% female respondents compared to 12.6% Black respondents.

Black and female respondents were most interested in information on ways to earn money; 19.6% of the female respondents and 18.8% of the Black respondents indicated interest in this subject.

Older respondents showed little interest in such employment and vocational concerns. From about 1 to 2% of the older respondents were interested in most of the topics listed. (See Tables XXXII C and XXXIII C.) Topics of slight interest to older respondents were information on ways to earn money, 8.1%; vocational counseling, 6.0%; and unions, 5.7%.

6. Health Services

This is a subject in which Black and female respondents were least interested in taking courses in their own neighborhood, and older respondents second least interested. Fifteen point seven percent of the female respondents, 11.9% of the Black respondents and 10.4% of the older respondents were willing to take courses in this subject in their own neighborhood. (Tables XVII A, B and C) When asked if they felt they need more information regarding health service, 15.9% of the female respondents, 10.1% of the Black respondents and 10.2% of the older respondents responded yes. (Tables XVIII A, B and C)

Among various health topics, (Tables XIX A, B and C) female and older respondents were fairly interested in "health, mental and physical" and Black respondents "personal relationships". Four out of 6 older respondents, or 66.7%, and 13 out of 27 female respondents, or 48.2% were interested in a course or lecture on "health, mental and physical" while only 3 out of 12, or 25.0% of the Black respondents were interested in this subject. Three out of 8 Black respondents, or 37.5% were interested in "personal relationships", while 7 out of 25 female respondents, or 28.0% indicated interest in this subject. There were only 2 older respondents to this question; one was "definitely" interested and one "possibly" interested.

Female respondents were more interested in "alcoholism and Drug Abuse" than Black or older respondents; 11 out of 24 female respondents, or 45.8%, indicated interest in this subject, compared to 14.3% of the Black respondents (1 out of 7) or the older respondents two of which were "possibly" interested and more "definitely interested".

"Family and marriage" was a subject of moderate interest: 10 out of 29 female respondents, or 34.5%; 3 out of 10 Black respondents, or 30.0%; and 2 out of 3 older respondents or 66.7% were "definitely" interested in this topic.

Respondents were questioned on their use of public health agencies. Most of the agencies were used either occasionally or rarely. Few agencies were used on a regular basis. (Tables XXXV A, B and C)

Whereas medicare/medicaid was used most regularly by the older respondents, public medical clinics as well as medicare/medicaid were used most regularly by female and Black respondents. One third, or 33.3% of the older respondents indicated that they used medicare/medicaid regularly. Twenty point nine percent of the Black respondents use public medical clinics and 18.5% use medicare/medicaid regularly. Among the female respondents, 18.6% use public medical clinics regularly and 19.5% medicare/medicaid.

Many of the public agencies were used occasionally by the respondents. Among these agencies, public medical clinics were used most frequently by the respondents; 79.2% of the older respondents, 59.1% of the Black respondents and 56.6% of the female respondents use public medical clinics on an occasional basis. Other agencies used occasionally by all target groups (in order of frequency of use) include public dental clinics, hospital emergency rooms, public mental health clinics, and medicare/medicaid. Each of these agencies are used by approximately 60% to 30% of the respondents. (See Tables XXXV A, B and C for percentages)

Nursing homes are used on an occasional basis by 46.9% of the older respondents, but by only 24.1% of the female respondents and 21.6% of the Black respondents.

Few respondents indicated that they used the following agencies: Venereal Disease Clinics; Pregnancy Counseling Clinics; Lead Poisoning Clinic; Alcohol or Drug Abuse Centers; Service for Handicapped; and Nutrition and Menu Planning Information Services.

7. Education

Several questions were asked which provide information regarding the educational objectives of the respondents.

More of the female and Black respondents have considered participating in adult education activities than have the respondents above age 55. About one-third of the female respondents (32.5%) and one-fifth of the Black respondents (21.8%) have considered participating in adult education activities. Less (14.1%) of the older respondents have done so. (Tables XXXV A, B and C)

Respondents were questioned as to type of course credit they would like, if they were going to take courses. Black respondents preferred courses which would lead to a B.A. degree (54.7%) and secondly, courses leading to a certificate (27.4%). Female respondents would rather just take classes on specific subjects (36.4%); however some were also interested in courses leading to a B.A. degree (28.0%). Eighteen point nine percent of the female respondents were interested in courses leading to a certificate. Older respondents were equally interested in courses leading to a B.A. degree and courses just on specific subjects, 36.7% each.

Few respondents were interested in college level courses without degree credit; 4.6% female respondents, 3.3% older respondents and 3.2% Black respondents. (Tables XXXVII A, B and C)

Respondents were questioned regarding adult education courses they have taken. (Tables XXXVIII A, B and C) Whereas female and older respondents have primarily taken adult classes at high schools or grade schools, Black respondents have taken courses primarily at technical or trade schools, as well as adult classes at high schools or grade schools.

A total of 53 female respondents, and 20 older respondents have taken adult courses at a high school or grade school. This amounts respectively to 17.3% and 16.1% of the total female and Black population interviewed. Thirty-three Black respondents have taken adult courses at high school or grade school and 31 at technical or trade schools, which is 12.4% and 11.7% respectively of the total Black population inverviewed.

Female respondents have taken courses at a larger variety of institutions than Black or older respondents. In addition to adult courses at a high school or grade school, and in descending order, they have also taken classes at colleges and universities (35 female respondents), community organizations such as YWCA, or churches, (31 female respondents) and at community junior colleges (24 female respondents).

In addition to the two institutions previously mentioned, some Black respondents have also taken classes at community junior colleges (19 Black respondents) and at community organizations such as YWCA or churches (14 Black respondents).

Older respondents have taken courses at technical or trade schools (14 respondent above age 55) as well as adult classes at high schools or grade schools, as previously mentioned. However few have taken courses elsewhere.

A few of the respondents have taken additional courses listed, such as correspondence courses, television instruction, courses at place of employment, discussion or study groups, lecture series, classes offered by parks and recreation departments, etc.

C. AGENCY USE

A series of questions was asked to determine which public agencies are used by respondents. Usage was questioned with regard to trying to obtain information as well as using services offered by public agencies. Respondents were also asked whether they were successful in obtaining the information they wanted and whether they were satisfied with the services they utilized.

Although most of the respondents have heard of the public agencies in question, except for libraries few have used them for information or services. Success in obtaining information and satisfaction with services varied greatly among the agencies and the three target groups. Respondents primarily located agencies (housing) through friends.

Respondents were asked how they located housing agencies they had used. All had located such agencies through friends. This was the primary means used by older respondents. However, female and Black respondents located housing agencies through other means as well (Tables XXXIX A, B, and C).

One-fourth of the older respondents (25.0% or 7 out of 28) stated that they located housing agencies through friends. Among the Black respondents 18.8% (9 out of 48) located such agencies through friends and the same percentage contacted agencies which they already knew or had previously used. Only 3.6% (1 out of 28) of the older respondents contacted housing agencies they already knew of or had previously used.

In addition to locating housing agencies through friends (13.1% or 7 out of 61), female respondents also located such agencies through referrals from professional or business sources (13.1%, 8 out of 61); agencies they already knew or had previously used (11.5%, 7 out of 61); and through government offices or public agencies (11.5%, 7 out of 61). Fewer of the of the Black and older respondents located agencies through referrals from professional or business sources; 8.3% (4 out of 48) and 10.7% (3 out of 28), respectively. Fewer also located such agencies through government offices or public agencies; only 4.2% (2 out of 48) of the Black respondents and 10.7% (3 out of 28) of the older respondents.

More of the older respondents located housing agencies through newspapers or magazines and churches or other religious organizations, than did Black or female respondents. Whereas 14.3% (4 out of 28) older respondents used a newspaper or magazine to locate housing agencies, only 6.3% (3 out of 48) of the Black respondents and 6.6% (4 out of 61) of the female respondents located housing agencies through this means. Seventeen point nine percent (5 out of 28) of the older respondents used churches or other religious organizations to locate housing agencies, while 12.5% (6 out of 48) of the Black respondents and only 4.9% (3 out of 61) of the female respondents located such agencies through churches or other religious organizations.

More older respondents and female respondents located housing agencies through referral from public agencies than did Black respondents. Only 2.1% (1 out of 48) of the Black respondents located housing agencies through such referrals; in contrast 8.2% (5 out of 61) of the female respondents and 10.7% (3 out of 28) of the older respondents located housing agencies through referrals from public agencies.

Books or pamphlets were means through which more Blacks located housing agencies than older respondents or female respondents. Six point three percent (3 out of 48) of the Black respondents used this means, while less, 4.9% (3 out of 61) of the female respondents and none of the older respondents located housing agencies through books or pamphlets.

More female respondents used the telephone directory to locate housing agencies than Black or older respondents: 6.6% (4 out of 61) of the female respondents, compared to 2.1% (1 out of 48) of the Black respondents and none of the older respondents.

Few respondents located housing agencies through family members, radio or television, libraries, unions, or schools. Seven to eight percent of each target group selected "other" (See Tables XXXIX A, B, and C for percentages).

Over 80% of the respondents had heard of most of the public agencies questioned. A few of the agencies were less known. The Lawyers Referral Service was the least known agency; only 40.1% of the female respondents, 49.3% of the Black respondents and 51.7% of the older respondents had heard of this agency.

Medicare, Medicaid, and the EEOC were less known by some of the respondents. Sixty-seven point eight percent of the Black respondents and 73.7% of the female respondents knew of Medicare, while 89.1% of the older respondents knew of Medicare. Although Medicaid was known by 91.5% of the Black respondents, only 77.8% of the female respondents and 74.1% of the older respondents knew of Medicaid. The EEOC was less known by the female respondents; 78.7% of the female respondents knew of this agency compared to 80.5% of the older respondents and 87.7% of the Black respondents.

A few of the agencies were known about the same degree by the three target groups; however, most of the agencies were known to a different extent by the respondents. The St. Louis City Health Department and the Missouri State Employment Service were each known about equally well by the respondents; 95.1% of the older respondents, 95.5% of the Black respondents and 94.6% of the Female respondents had heard of the St. Louis City Health Department. The Missouri State Employment Service was known by 97.4% of the older respondents, 97.7% of the Black respondents and 96.4% of the female respondents.

The older respondents had not heard of HUD or the St. Louis County Health Department as much as the Black or female respondents. Whereas 84.0% of the older respondents had heard of HUD, 88.4% of the Black respondents and 89.7% of the female respondents knew of HUD. The St. Louis County Health Department was known by 91.8% of the older respondents, 93.3% of the Black respondents and 94.6% of the female respondents.

Medicare was an agency which was known more by the older respondents. Whereas 89.9% of the older respondents had heard of Medicare, only 67.8% of the Black respondents and 73.7% of the female respondents knew of Medicare.

Legal agencies were known less by the female respondents. Ninty percent of the female respondents had heard of the St. Louis Legal Aid Society, compared to 95.0% of the older respondents and 98.1% of the Black respondents. While 40.1% of the female respondents knew of the Lawyer's Referral Service, 49.3% of the Black respondents and 51.7% of the older respondents knew of this service.

There were several agencies which the Black respondents knew more than the female or older respondents. The St. Louis Housing Authority, Medicaid, the U.S. Civil Service Commission, and the EEOC were known by a substantially larger percentage of the Black respondents. Whereas 94.6% of the Black respondents had heard of the St. Louis Housing Authority, 87.1% of the older respondents, and 86.0% of the female respondents had heard of this agency. Similarly, 91.5% of the Black respondents had heard of Medicaid, while 77.8% of the female respondents and 74.1% of the older respondents knew of Medicaid. The U.S. Civil Service Commission was known by 89.1% of the Black respondents, 84.7% of the older respondents, and 83.0% of the female respondents. Lastly, 87.7% of the Black respondents had heard of the EEOC, whereas 80.5% of the older respondents and 78.7% of the female respondents had heard of this agency.

The Food Stamp program was known by slightly more of the Black respondents than the older respondents; 98.% of the Black respondents knew of this program compared to 96.6% of the older respondents and 96.5% of the female respondents.

The public agencies which female respondents use most for information include the St. Louis County Library (28.7%), the Missouri State Employment Service (28.3%), St. Louis City Library (28.1%) and the Food Stamp Program (21.5%). Each of the remaining agencies listed was used by 18% or less of the female respondents (See Table XL A for exact figures).

Those public agencies which female respondents use most for services include the Missouri State Employment Service (44.7%) and Parks and Recreation Departments (44.5%). In addition, 35.7% have used the Lawyers Referral Service, 27.5%, the St. Louis County Library, and 26.8% the St. Louis County Health Department. Less than 20% of the female respondents have used any of the remaining agencies listed (see Table XL A for exact figures).

Black respondents used the following agencies most for information: the St. Louis City Library (34.5%), the Missouri State Employment Service (32.7%), and the Food Stamp Program (27.4%). Each of the remaining agencies was used by less than 16% of the Black respondents (see Table XL B for exact figures).

A majority of the Black respondents (67.9%) used the Missouri State Employment Service for services. Agencies used next most frequently for services by Black respondents include the Parks and Recreation Department (38.2%), Medicare (34.2%), the Food Stamp Program (31.3%), and the Lawyers Referral Service (27.3%). The remaining agencies listed were each used by less than 20% of the Black respondents (see Table XL B for exact figures).

Older respondents used the following agencies most frequently for information: Medicare (37.4%); Medicaid (26.7%), St. Louis City Library (26.5%) and the Food Stamp Program (22.4%). Each of the remaining agencies listed was used by less than 12% of the older respondents (See Table XL C for exact percentages).

Almost half of the older respondents used the Services of Medicare and the Missouri State Employment Service; 48.1% and 47.9% respectively. Medicaid was used by 28.0% of the older respondents for services and services of Parks and Recreation Departments were used by 26.1% of the older respondents. Each of the remaining agencies was used by less than 22% of the older respondents (see Table XL C for exact percentages).

With one exception, respondents were successful in obtaining information and were satisfied with results of services of those agencies they used most frequently. For those agencies discussed above which the respondents used most frequently, over 70% reported such success and satisfaction.

Female respondents were not satisfied with the services of the Lawyers Referral Service, which they frequently used; only 18.7% were satisfied with the results of the services they used.

D. PREFERENCES FOR RECEIVING INFORMATION

Several questions were designed to elicit information regarding learning preferences of the respondents. Lectures or education courses, literature, personal counseling and radio or television were several preferred means of receiving information. Most respondents preferred to learn in a group rather than alone and felt that family and friends would make courses or activities more enjoyable. Sessions four weeks in length were generally preferred over shorter or longer schedules at a frequency of one or two meetings per week. Preferences for time and day of meetings differed among the respondents and also according to whether the course was recreational or educational.

Respondents were asked how they would like to receive information on housing, health services, and in general. When asked in general, all three target groups preferred lecture or education courses. Their preferences differed for housing and health services. (Tables L A, B and C)

For housing, Black and older respondents preferred personal counseling, while female respondents preferred lectures or education courses. Thirty-seven point zero percent or 20 out of 54 Black respondents and 44.4% or 8 out of 18 older respondents indicated they would like personal counseling for housing information. Thirty-five point three percent or 24 out of 68 female respondents selected lectures or education courses for this subject.

For health services, 45.8% or 22 out of 48 female respondents preferred literature, 40.0% or 12 out of 30 Black respondents preferred personal counseling, and 58.3% or 7 out of 12 older respondents preferred radio or tv.

Telephone information service and library sources were preferred by less than 6% of each target group.

Respondents would rather learn in a group than alone. Some are indifferent. 77.0% of the female respondents, 71.0% of the older respondents, and 69.2% of the Black respondents indicated that they preferred to learn in a group. Less than 6% each would like to learn alone. Twenty-six point five percent of the Black respondents, 22.6% of the older respondents and 19.1% of the female respondents were indifferent (Tables LI A, B, and C).

Female and older respondents indicated that a course or activity would be more enjoyable with family and friends, 54.6% and 58.3%, respectively. In contrast, 35.0% of the Black respondents thought that family and friends would make a course more enjoyable. To 53.8% of the Black respondents, it did not matter. A low percentage of respondents felt that family and friends would not make a course more enjoyable: 11.2% of the female respondents, 11.3% of the Black respondents and 13.9% of the older respondents (Tables LII A, B, and C).

The length of course or session preferred by most respondents was four weeks; 60.0% of the female respondents, 59.1% of the Black respondents and 42.9% of the older respondents preferred this length (Tables LIII A, B, and C).

Secondly, female respondents selected a series up to 15 weeks. Few wanted a one-time meeting of a few hours or a 1- or 2-day session, 9.7% each.

Second most frequently, Black respondents wanted a series up to 15 weeks (17.3%) and a 1- or 2-day session (15.5%). Few selected a one-time meeting of a few hours (8.2%).

As second choices, older respondents preferred both a 1- or 2-day session and a series up to 15 weeks (21.4% each). Fourteen point three percent selected a one-time meeting of a few hours.

Older respondents preferred meetings once per week, Black respondents, twice a week, and female respondents, once or twice a week. Few respondents wanted more than three meetings per week. (Tables LIV A, B, and C).

Half, 50.0% (16 out of 32) of the older respondents selected once per week; less preferred twice or three times a week, 21.9% (7 out of 32) and 15.6% (5 out of 32), respectively.

Half, 51.3%, of the Black respondents, or 58 out of 113 wanted meetings to be twice per week. Fewer preferred once or three times per week--17.7% (20 out of 113) and 16.8% (19 out of 113).

Forty-one point five percent (61 out of 147) female respondents preferred meetings once per week, and 37.4% (55 out of 147) preferred twice per week. Only 10.2% (15 out of 147) selected three times per week.

Less than 1% each preferred more than 3 meetings per week. To a small number of respondents, the frequency per week of meetings did not matter--13.3% (15 out of 113), Black respondents, 12.5% (4 out of 32) older respondents, and 10.2% (15 out of 147) female respondents.

Respondents were asked which time and day they preferred for recreational activities, and for class or activities in general (Tables LV A, B, and C) Responses were varied according to type of activity and target group.

Whereas respondents above age 55 preferred afternoons or mornings for recreational activities, Black and female respondents preferred evenings. Afternoons were preferred by 39.2% (20 out of 51) of the older respondents; slightly less, 35.3% (18 out of 51) would rather participate in recreational activities in the morning. A few, 25.5% (13 out of 51) would like to participate in the evening. Among the Black respondents, 40.6% (28 out of 69) preferred evenings for recreational activities. Less, preferred afternoons, 30.4% (21 out of 69) or mornings, 24.6% (17 out of 69). Similarly, 45.9% (67 out of 146) of the female respondents preferred evenings, while 33.6% (49 out of 146) preferred afternoons and 18.5% (27 out of 146) selected mornings.

For recreational activities, respondents above age 55 preferred weekends slightly more than weekdays, while Black respondents preferred weekends and female respondents preferred weekdays. Among the older respondents, 43.1% (22 out of 51) selected weekends and a close 41.2% (21 out of 51) chose weekdays. A larger percentage of the Black respondents preferred weekends, 47.8% (33 out of 69). Fewer Black respondents, 39.1% (27 out of 69) selected weekdays. In contrast, more of the female respondents preferred weekdays to weekends, 48.6% (71 out of 146) and 41.1% (60 out of 146) respectively.

Whereas the female respondents preferred the same time and day for courses in general as recreational activities, among the Black and older respondents preferences differed for courses in general.

As previously discussed, female respondents preferred weekday evenings for recreational activities. Such is the case also in reference to classes in general, although the preference of weekdays over weekends is greater; 82.0% (82 out of 100) preferred weekdays for classes or activities in general. About half, 49.0% (49 out of 100) preferred evenings. Choices for mornings or afternoons were equally divided, 25.0% each.

Black respondents preferred evenings or the weekends, for recreational activities, as previously discussed. In contrast, they preferred weekday evenings for classes in general. Over half, 60.3% (35 out of 58) selected weekdays, while about one-third, 32.8% preferred weekends. Similar percentages selected evenings, afternoons and mornings for classes in general as for recreational activities; 43.1% (25 out of 58) selected evenings, 32.8% (19 out of 58) afternoons; and 24.1% (14 out of 58) mornings.

Preferences for both time and day differed for older respondents, regarding recreational activities and classes in general. Whereas they preferred afternoons and secondly, mornings for recreational activities, older respondents preferred evenings for classes in general; 42.3%

(11 out of 26) preferred evenings. Fewer respondents selected mornings, 30.8% (8 out of 26) or afternoons, 23.1% (6 out of 26).

Of those who preferred the weekends for recreational activities or for classes in general, respondents had a preference for Sunday rather than Saturday. Older respondents and Black respondents preferred Sunday over Saturday to a greater percent than did female respondents. Among older respondents 9.8% preferred Sunday for recreational activities compared to 5.9% for Saturday. (No responses were received for this question for older respondents regarding classes in general). Among Black respondents, 10.1% preferred Sunday compared to 2.9% for Saturday regarding recreational activities, and 5.2% preferred Sunday versus 1.7% for Saturday with reference to classes in general. Preferences between Sunday or Saturday were closer among female respondents; for recreational activities, 5.5% preferred Sunday and 4.8% preferred Saturday. For classes in general, preferences was equal--3.0% for a Sunday and 3.0% for Saturday.

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E. PREFERENCES REGARDING COURSES

Primary constraints against taking courses were lack of interest and time. Among those willing to take courses, female respondents were most willing to pay. About $6 to $10 was considered a reasonable amount to pay for a course by most of the respondents. As a rule, respondents preferred short courses or classes rather than group training or workshops as a means of instruction. As previously discussed, respondents were more willing to take courses in their own neighborhood than at FVCC. Schools were preferred over libraries, churches or someone's home as type of local place at which to take courses. Respondents were asked why they were not willing to take courses in Housing, and in general. Whereas the primary reasons why female and Black respondents were not willing to take courses in Housing were lack of interest and time, the major reasons for older respondents were poor health and lack of interest. (Since respondents selected more than one response,total responses rather than respondents are counted.) (Tables LVII A, B and C)

Thirty-six point one percent of the female responses were lack of interest, and 24.7% were lack of time. Among the Black responses, 29.3% were lack of interest and 30.2% lack of time. However, the most frequent response among the older respondents was poor health which totals 33.7% of the responses. Lack of interest received 26.7% of the older responses. The remaining answers each received less than 15% of the female and Black responses and less than 18% of the older responses.

The following factors were not of importance to the respondents: the cost, can't find type of course wanted, don't want to take it by oneself, subject too complicated, and course isn't college credit. These each received less than 3% of the responses.

Transportation was more of a constraint to the older respondents. This factor received 5.9% of the older responses but only 2.9% of the Black responses and 3.5% of the female responses. For a few respondents, there were other constraints not listed. Other received 6.7% of the female responses, 9.9% of the older responses and 10.7% of the Black responses.

More of the female respondents were unwilling to take courses because of family obligations; 8.2% of the female responses were family obligations compared to 5.9% of the Black responses and none of the older responses.

When asked why they were not willing to take courses in general, most of the responses were about the same as for housing. However, there were a few changes. Among the Black and female respondents, the percents indicating cost and obligations increased. Black responses for cost increases from 1.0% to 4.0% and female responses for this increased from .4% to 4.3%. Responses for family obligations increased from 5.9% to 10.5% among Black respondents and from 0.0% to 4.8% among the female respondents. For the older respondents percentages changed regarding lack of time, interest, and family obligations. Whereas lack of interest was more of a constraint than lack of time for taking courses in housing, these two factors were of equal importance to the older respondents when asked in general; regarding housing, lack of interest received 26.7% of older responses and lack of time received 17.8% of the responses. However, 14.3% and 15.5% were the respective percentages of a lack of time and lack of interest among older respondents when asked about their willingness to take courses in general.

Among those respondents willing to take courses the female respondents were most willing to pay for a course and least doubtful about their opinion. Older respondents were least willing to pay for a course and were least doubtful. Almost half, 47.4% (36 out of 76) of the female respondents were willing to pay for a course in housing, while 30.0% (21 out of 70) of the Black respondents and 30.0% (6 out of 20) of the older respondents were so willing. Whereas 65% (13 out of 21) of the older respondents were not willing to pay, 42.9% (30 out of 70) of the Black respondents and 28.9% (22 out of 76) of the female respondents were not willing. Only 5.0% (1 out of 20) of the older respondents were not sure of their willingness to pay, whereas 27.1% (19 out of 70) and 23.7% (18 out of 76) of the female respondents were not sure.

When asked regarding their willingness to pay in general, responses were about the same, except most of the older respondents were unsure; the percent increased from 5.0% unsure regarding housing to 13.2% unsure in general. (Tables LVIII A, B and C)

Respondents were asked what they considered a reasonable amount to be for a course in Housing and in general. (Tables LIX A, B and C)

When asked what they felt to be a reasonable amount for a course in Housing, most of the respondents answered under $10; 60.4% (29 out of 48) of the Black responses 51.6% (32 out of 62) of the female responses and 63.6% (7 out of 11) of the older responses were for under $10. The next most frequent selection was $11 to $15; 29.2% (14 out of 48) of the Black responses, 38.7% (24 out of 62) of the female responses and 36.4% of the older responses. Few of the respondents selected any amount higher than this (see Tables LIX A, B and C for exact percents). Responses were similar when respondents were asked in general.

For each subject area, respondents were asked questions regarding type of instruction preferred. Most respondents preferred traditional short courses or classes rather than group training or workshops. For most subjects about 30% of the respondents preferred short courses or classes (see tables LX A, B, and C). An exception to this was recreation, for which some respondents preferred group training and workshops. (See tables LX A, B, and C for exact percentages).

Respondents were asked which type of local place they preferred for courses. Although none of the places listed were preferred by a majority of the respondents, more preferred schools, than the other places (see tables LXI A, B, and C for exact percentages).

F. FLORISSANT VALLEY COMMUNITY COLLEGE

Several questions were asked in order to determine respondents' opinions about FVCC. Very few of the respondents questioned were attending or had attended FVCC; as a result responses which would provide insights into opinions about FVCC were few. Some of the factors liked about FVCC were the professional staff, subjects offered, and student activities. Location was one factor disliked by Blacks and female respondents. Costs for tuition and student services were not felt to be too high by most of the respondents.

Very few of the respondents questioned in this survey have attended FVCC: 2.0% of the Black respondents, 2.5% of the older respondents and 4.3% of the female respondents. It can be observed that slightly more of the female respondents have attended FVCC than the other respondents (Tables LXII A, B, and C).

Among those attending FVCC at the time of the survey, more of the Black respondents were working on a degree or certificate; 46.7% (7 out of 15) of the Black respondents were working on a degree or certificate at FVCC compared to 33.3% (7 out of 21) of the female respondents and 33.3% (1 out of 3) of the older respondents. (Tables LXII A, B, and C)

Most of those respondents who reported attending FVCC had completed two semesters: 66.7% (6 out of 9) of the Black respondents and 35.7% (5 out of 14) of the female respondents. There were only two respondents above age 55 to this question; one had completed one semester and the other had completed two semesters (Tables LXIII A, B, and C).

Respondents were asked to indicate first, second, and third choices of what they liked most and least about FVCC. Although the number of responses to these questions were low, it can be observed that for the Black and female respondents, the professional staff (instructors), subjects offered, student activities, audio-visual aids, and instructional resources were aspects liked about FVCC. For items liked most about FVCC the above factors received more first choices than second or third choices (see Tables LXIV A and B for numbers and percentage of responses). For the remaining items listed, too few responses were received to provide an indication of respondents' preferences.

One older respondent selected subjects offered as the item liked most about FVCC, location as a second choice, and professional staff (instructors) as a third choice. The only other respondent above age 55 to this question selected "other" as a first choice, and did not make a second or third choice (Table LXIV C).

Responses were very low regarding things least liked about FVCC. Among the Black respondents, five answered the question regarding location; this was first choice of things disliked about FVCC. For the remaining items there were too few responses (see Table LXV B).

There were five female respondents to the question about location; for four it was a first choice of things disliked about FVCC, for one it was second choice. Thus, location seems to be a factor not well liked by female respondents. Cost, size of classes and counseling services are apparently not greatly disliked by the female respondents; among the five responses received for each of these items, for cost and size of classes, two were a first choice and three responses were a second choice of things disliked. For counseling services, one response was a first choice, one a second choice and 3 a third choice. For the remaining items, too few responses were received (Table LXV A).

To the question of what was most disliked about FVCC there was one respondent above age 55; cost was the first choice, counseling service was the second choice, and financial aid was the third choice (Table LXV C).

Finally, respondents were asked their opinion regarding cost for tuition and student services at FVCC (Tables LXVI A, B, and C). About the same percentage of Black and female respondents felt that tuition costs were (a) reasonable and (b) too high. In contrast, fewer older respondents felt tuition costs were reasonable or too high, while more older respondents felt tuition costs were competitive with other colleges. Among the Black respondents, 19.4% (6 out of 31) felt that tuition costs were reasonable and the same percentage felt these costs were too high. Similarly, 20.7% (6 out of 29) of the female respondents felt that tuition costs were reasonable and the same number felt they were too high. However, only 11.1% (1 out of 9) of the older respondents felt that tuition costs were reasonable and the same percentage felt they were too high. In contrast, 66.7% (6 out of 9) of the older respondents felt that tuition costs at FVCC were competitive with other colleges, while 38.7% (12 out of 31) of the Black respondents and 24.1% (7 out of 29) shared this opinion.

More of the female respondents felt that tuition costs were about right; 34.5% (10 out of 29) had this opinion compared to 22.6% (7 out of 31) of the Black respondents and 11.1% (1 out of 9) of the older respondents.

Most of the respondents felt that the cost for student services at FVCC was about right: 77.8% (7 out of 9) of the older respondents, 44.4% (16 out of 36) of the Black respondents and 38.2% (13 out of 34) of the female respondents. However, it is apparent that more of the older respondents had this opinion than the Black or female respondents.

Whereas more of the female respondents felt that costs for student services were too high than did Black or older respondents, more Black respondents felt such costs were about right. Twenty point six percent (7 out of 34) of the female respondents felt that costs for student services were too high, compared to 16.7% (6 out of 36) of the Black respondents and only 11.1% (1 out of 9) of the older respondents, 27.8% (10 out of 36) felt that costs for student services were just right, while only 17.7% (6 out of 34) female respondents and none of the nine older respondents shared this opinion.

Among the respondents, there was a low interest in taking courses at FVCC versus at other local institutions. For several subject areas, respondents were asked whether they would be willing to take courses at FVCC or in their own neighborhood. For legal and consumer affairs, interest jumped from less than 15% willing to take such courses at FVCC to above 90% willing to take such courses in this own neighborhood (See Tables XVII A, B, and C for exact figures).

Female respondents were apparently more willing than Black or older respondents to take courses at FVCC. Larger percentages of female respondents were willing to take courses in the various subject areas at FVCC than the Black respondents or older respondents. For example, 15.8% of the female respondents were willing to take courses in legal and consumer affairs at FVCC, while only 9.2% of the Black respondents and 1.8% of the older respondents were willing to take courses in this subject at FVCC (See Tables XVII A, B, and C for percentages willing in the other subject areas).

Also, when questioned about their willingness to take courses at FVCC in general, at FVCC, 25.8% of the female respondents were willing to do so, whereas only 10.6% of the Black respondents and 11.9% of the older respondents were so willing.

IV. RECOMMENDATIONS

One of the tasks in the project was to identify existing constraints which prevent access to sources of information and assistance. Many such constraints, when identified, can be removed. Our recommendations are presented with regard to these constraints.

A primary source of information and services for the population is public agencies. Constraints preventing access to public agencies include lack of knowledge, mis-information, and prior negative experience.

As discussed in Section III C, above 80% of the respondents had heard of the public agencies questioned in the survey. However, despite this high percentage, two observations remain:

1) There are about 20% who have not heard of public agencies, and thus are not able to use them for needed information or services. To bring knowledge of the public agencies to those 20%, is a task that FVCC might well undertake. For example, FVCC could develop courses or prepare literature for distribution describing the services which the agencies provide.

2) Although most (of those interviewed) have heard of the public agencies, many of the respondents do not use the public agencies. This non-use could be due to several factors. For example, persons may not think to contact a public agency for a particular problem they have, because they are not fully acquainted with all of the services the agency offers. Courses or appropriate publicity on public agencies might persuade some previously non-users to contact public agencies.

   Another factor of non-use of public agencies is prior negative experiences with public agencies. Many present counselors in public service agencies tend to be callous and indifferent to the needs of those who seek aid from such agencies. Indeed, some counselors do not have overriding concerns for providing service to the client. Rather, they often view those who seek help as "dead beats" and shiftless people who are in dire circumstances because they are too lazy. Other counselors view their mission as that of saving the helpless; thus, they approach their task with missionary zeal, with the intent, subtle but real, of managing or reorganizing disordered lives. There are other factors causing unpleasant experiences, such as an inability to qualify for a needed service because of lateness for an interview appointment due to any one of a number of possible reasons. Others, including Blacks, but mostly the poor of whatever racial or ethnic background, especially the poorly educated, are often unwilling to go into a "perceived" hostile environment if and when the working language of the agency is not easily understood or translatable into terms that are common to the non-using group. The attitude that the agencies are "establishment" and therefore are hostile cannot be discounted. Also, the data indicated that many respondents found out about public agencies through their friends. These persons may have passed their negative experiences along to their friends, causing others not to want to contact public agencies. To help change this situation, FVCC could join with public agencies in a program of training for agency personnel to be held at the agencies. However, this alone would not cause those non-users to begin contacting the agencies, since those persons will still be remembering their friends' comments or their own prior unhappy experiences with public agencies. This change in the public agencies will have to be made known to the non-users, so that they will be encouraged to contact the public agencies and will be assured that their prior negative experiences with agencies will no longer occur.

Additional sources of information are programs which FVCC will offer through project CIRCLE. For the target population of project CIRCLE, a major constraint against participating in a course activity that FVCC might offer is transportation. Primary complaints against public transportation were that it "takes too long" and inadequate bus routes. Respondents would use public transportation more often if buses ran more often, if it took less time, or if the routes were closer to ones destination or to ones home. Few of the respondents felt that buses were too expensive.

Since FVCC is not well-served by public transportation, courses or activities offered by FVCC should take place at locations accessible by public transportation. Also, respondents were more willing to participate in their own neighborhood than at FVCC. Thus, programs should be offered in several local areas, easily accessible by public transportation.

Another constraint against participation in programs is the way in which information is presented to the population. Respondents indicated that they preferred four-week courses or sessions rather than one session of a few hours or a one- or two-day session. In view of this, it appears that a program of a one-time guest speaker or a one- or two-day intensive session regarding a certain subject would be undesirable. A four-week course or session would allow information regarding a certain subject to be offered in more depth.

Further, lectures or educational courses, literature, personal counseling, and radio or television were perferred means of receiving information. However, these differed according to the subject and target group. When asked regarding information in general, respondents preferred lectures or education courses. But for health services few respondents selected lectures or education courses. Instead, the female respondents preferred literature, Black respondents preferred personal counseling, and the older respondents preferred radio or television. For housing, Black and older respondents preferred personal counseling, while female respondents preferred lectures or education courses.

An additional task in this project was to identify the priority of educational/informational needs in six areas of human needs: housing, legal and consumer, leisure and recreation, insurance, employment and health services. Table LXVII lists these needs in order of priority for the three target groups, women, Blacks and older Americans. The data indicate that a primary need for the three target groups is legal and consumer information. Secondarily, female and Black respondents need employment information, while older respondents need information on insurance and social benefit programs. Thirdly, all three target respondents need housing information. Fourth in need for female and older respondents is recreation, and for Blacks is insurance information. Fifth, for female respondents is insurance, for Black respondents is recreation and for older respondents is health services. Least needed is information on health services, for female and Black respondents, and employment information for older respondents.

TABLE I A

Age Distribution of Female Respondents

Age	Percent	
15-19	11.4% (35)	21.9% (67)
20-24	10.5% (32)	
25-34	21.2% (65)	55.9% (171)
35-44	19.0% (58)	
45-54	15.7% (48)	
55-59	6.9% (21)	22.2% (68)
60-64	5.9% (18)	
65-74	6.5% (20)	
75+	2.9% (9)	
Total Respondents	(306)	

TABLE II A

Distribution by Age and Race of Female Respondents

Black Female Respondents	Age	Black Females	White Females	White Female Respondents
20.9% (32)	15-19	10.5% (16)	12.4% (19)	22.9% (35)
	20-24	10.5% (16)	10.5% (16)	
57.5% (88)	25-34	19.6% (30)	22.9% (35)	54.2% (83)
	35-44	22.2% (34)	15.7% (24)	
	45-54	15.7% (24)	15.7% (24)	
21.6% (33)	55-59	6.5% (10)	7.2% (11)	22.9% (35)
	60-64	4.6% (7)	7.2% (11)	
	65-74	8.5% (13)	4.6% (7)	
	75+	2.0% (3)	3.9% (6)	
Total Respondents		(153)	(153)	

TABLE I B

Age Distribution of Black Respondents

Age	Percent	
15-19	12.4% (33)	23.3% (62)
20-24	10.9% (29)	
25-34	18.4% (49)	54.9% (146)
35-44	21.1% (56)	
45-54	15.4% (41)	
55-59	6.8% (18)	21.8% (58)
60-64	4.9% (13)	
65-74	8.6% (23)	
75+	1.5% (4)	
Total Respondents	(266)	

TABLE II B

Distribution by Age and Sex of Black Respondents

Black Male Respondents	Age	Black Male Respondents	Black Female Respondents	Black Female Respondents
26.5% (30)	15-19	15.0% (17)	10.5% (16)	20.9% (32)
	20-24	11.5% (13)	10.5% (16)	
51.3% (58)	25-34	16.8% (19)	19.6% (30)	57.5% (88)
	35-44	19.5% (22)	22.2% (34)	
	45-54	15.0% (17)	15.7% (24)	
22.1% (25)	55-59	7.1% (8)	6.5% (10)	21.6% (33)
	60-64	5.3% (6)	4.6% (7)	
	65-74	8.8% (10)	8.5% (13)	
	75+	0.9% (1)	2.0% (3)	
Total Respondents		(113)	(153)	

TABLE I C

Age Distribution of Respondents Above Age 55

Age	Percent	
55-59	34.7% (43)	58.9% (73)
60-64	24.2% (30)	
65-74	30.6% (38)	41.1% (51)
75+	10.5% (13)	
Total Respondents	(124)	

TABLE II C

Sex and Race Characteristics of Respondents Above Age 55

Black Respondents	White Respondents	Male Respondents	Female Respondents
46.8% (58)	53.2% (66)	45.2% (56)	54.8% (68)

TABLE III A

Education of Female Respondents

		Female Respondents
	0-7 yrs	4.6% (14)
	8 yrs	8.8% (27)
?	9-11 yrs	28.3% (87)
	High School	38.1% (117)
	1-2 yrs College	15.6% (48)
20.2% (62)	College Graduate	3.9% (12)
	Graduate Study	.7% (2)
	Total Respondents	(307)

TABLE IV A

Education of Female Respondents by Race

		Black Female Respondents	White Female Respondents	
	0-7 yrs	5.3% (8)	3.8% (6)	
	8 yrs	9.9% (15)	7.7% (12)	
	9-11 yrs	33.1% (50)	23.7% (37)	
	High School	37.1% (56)	39.1% (61)	
	1-2 yrs College	12.6% (19)	18.6% (29)	
14.6% (22)	College Graduate	2.0% (3)	5.8% (9)	25.6% (40)
	Graduate Work	0.0% (0)	1.3% (2)	
	Total Respondents	151	156	

TABLE III B

Education of Black Respondents

Education Brackets	Percent	
0-7 yrs	5.0% (13)	
8 yrs	9.2% (24)	
9-11 yrs	33.3% (87)	
High School	38.3% (100)	
1-2 yrs College	12.3% (32)	14.2% (37)
College Graduate	1.9% (5)	
Graduate Study	0.0% (0)	
Total Respondents	(261)	

TABLE IV B

Education of Black Respondents by Sex

	Education Brackets	Black Male Respondents	Black Female Respondents	
	0-7 yrs	4.5% (5)	5.3% (8)	
	8 yrs	8.2% (9)	9.9% (15)	
	9-11 yrs	33.6% (37)	33.1% (50)	
	High School	40.0% (44)	37.1% (56)	
13.6% (15)	1-2 yrs College	11.8% (13)	12.6% (19)	14.6% (22)
	College Graduate	1.8% (2)	2.0% (3)	
	Graduate Study	0.0% (0)	0.0% (0)	
	Total Respondents	1[illegible]	151	

TABLE III C

Education of Respondents Above Age 55

Education Brackets	Percent			
0-7 yrs	17.4%	(20)		
8 yrs	24.3%	(28)		
9-11 yrs	18.3%	(21)		
High School	27.8%	(32)		
1-2 yrs College	10.4%	(12)		
College Graduate	.9%	(1)	12.2%	(14)
Graduate Study	.9%	(1)		
Total Respondents	115			

TABLE V A

Income of Female Respondents

Female Respondents	Income Brackets	
12.6% (27)	Less than $2,500	32.6% (70)
20.0% (43)	$2,500 - $5,000	
21.9% (47)	$5,000 - $7,500	45.6% (98)
23.7% (51)	$7,500 - $10,000	
14.0% (30)	$10,000 - $15,000	21.9% (47)
7.9% (17)	$15,000+	
99.9% (21[illegible])		

TABLE VI A

Income of Female Respondents by Race

Black Female Respondents	Income Brackets	Black Female Respondents	White Female Respondents	White Female Respondents
34.1% (30)	Less than $2,500	10.2% (9)	14.3% (18)	31.0% (39)
	$2,500 - $5,000	23.9% (21)	16.7% (21)	
55.7% (49)	$5,000 - $7,500	36.4% (32)	11.9% (15)	38.9% (49)
	$7,500 - $10,000	19.3% (17)	27.0% (34)	
10.2% (9)	$10,000 - $15,000	9.1% (8)	17.5% (22)	30.2% (38)
	$15,000+	1.1% (1)	12.7% (16)	
Total Respondents		88	126	

TABLE V B

Income of Black Respondents

Income Brackets	Percent	
Less than $2,500	11.3% (18)	32.5% (52)
$2,500 - 5,000	21.3% (34)	
$5,000 - 7,500	33.8% (54)	53.8% (86)
$7,500 - 10,000	20.0% (32)	
$10,000 - 15,000	12.5% (20)	13.8% (22)
$15,000+	1.3% (2)	
Total Respondents	(160)	

TABLE VI B

Income of Black Respondents by Sex

Black Male Respondents	Income Brackets	Black Male Respondents	Black Female Respondents	Black Female Respondents
30.6% (22)	Less than 2,500	12.5% (9)	10.2% (9)	34.1% (30)
	$2,500 - 5,000	18.1% (13)	23.9% (21)	
51.4% (37)	$5,000 - 7,500	30.6% (22)	36.4% (32)	55.7% (49)
	$7,500 - 10,000	20.8% (15)	19.3% (17)	
18.1% (13)	$10,000 - 15,000	16.7% (12)	9.1% (8)	10.2% (9)
	$15,000+	1.4% (1)	1.1% (1)	
Total Respondents		72	88	

TABLE V C

Income of Respondents Above Age 55

Income Brackets	Percent	
Less than $2500	23.3% (20)	50% (43)
$2.500 - 5,000	26.7% (23)	
$5,000 - 7,500	10.5% (9)	26.7% (23)
$7,500 - 10,000	16.3% (14)	
$10,000 - 15,000	17.4% (15)	23.3% (20)
$15,000+	5.8% (5)	
Total Respondents	86	

TABLE VII A

OCCUPATION OF FEMALE RESPONDENTS

Occupations	Black Female	White Female	Female Respondents
Professional/ Technical	9.6% (10)	7.2% (10)	8.2% (20)
Managerial/Admin.	2.9% (3)	1.4% (2)	2.1% (5)
Salesworkers	5.8% (6)	5.0% (7)	5.3% (13)
Clerical Workers	12.5% (13)	9.4% (13)	10.7% (26)
Craftsmen/Foremen	1.0% (1)	0.0% (0)	0.4% (1)
Operations	2.9% (3)	5.0% (7)	4.1% (10)
Non-Farm Laborers	1.9% (2)	.7% (1)	1.2% (3)
Service	6.7% (7)	5.8% (8)	6.2% (15)
Farmworkers	0.0% (0)	0.0% (0)	0.0% (0)
Homemakers	31.7% (33)	45.3% (63)	39.5% (96)
Retired	3.8% (4)	7.2% (10)	5.8% (14)
Other	21.2% (22)	12.9% (18)	16.5% (40)
Total Respondents	104	139	243

TABLE VII B

OCCUPATION OF BLACK RESPONDENTS

Occupations	Black Male		Black Female		Black Respondents	
Professional/ Technical	3.9%	(3)	9.6%	(10)	7.2%	(13)
Managerial/Admin.	1.3%	(1)	2.9%	(3)	2.2%	(4)
Salesworkers	3.9%	(3)	5.8%	(6)	5.0%	(9)
Clerical Workers	1.3%	(1)	12.5%	(13)	7.7%	(14)
Craftsmen/Foremen	23.4%	(18)	1.0%	(1)	10.5%	(19)
Operations	9.1%	(7)	2.9%	(3)	5.5%	(10)
Non-Farm Laborers	3.9%	(3)	1.9%	(2)	2.8%	(5)
Service	6.5%	(5)	6.7%	(7)	6.6%	(12)
All Farmworkers	1.3%	(1)	0.0%	(0)	5.6%	(1)
Homemakers	0.0%	(0)	31.7%	(33)	18.2%	(33)
Retired	9.1%	(7)	3.8%	(4)	6.1%	(11)
Other	36.4%	(28)	21.2%	(22)	27.6%	(50)
Total Respondents		(77)		(104)		(181)

TABLE VII C

Occupation of Respondents Above Age 55

Occupations	Percent	
Professional/ Technical	11.5%	(11)
Managerial/Admin.	3.1%	(3)
Salesworkers	3.1%	(3)
Clerical Workers	3.1%	(3)
Craftsmen/Foremen	6.3%	(6)
Operations	2.1%	(2)
Non-Farm Laborers	1.0%	(1)
Service	12.5%	(12)
All Farmworkers	0.0%	(0)
Homemakers	15.6%	(15)
Retired	32.3%	(31)
Other	9.4%	(9)
Total Respondents		96

TABLE VIII A

JOB SATISFACTION OF FEMALE RESPONDENTS

Satisfied	Percent
Yes	85.9% (110)
No	14.1% (18)
Total Respondents	128

TABLE VIII B

JOB SATISFACTION OF BLACK RESPONDENTS

Satisfied	Percent	
Yes	86.0%	(123)
No	14.0%	(20)
Total Respondents		143

TABLE VIII C

Job Satisfaction of Respondents Above Age 55

Satisfied	Percent
Yes	84.2% (32)
No	15.8% (6)
Total Respondents	38

TABLE IX A

EMPLOYMENT OF FEMALE RESPONDENTS

	Total Female Respondents		Black Female Respondents		White Female Respondents	
Full-Time	31.5%	(92)	39.2%	(56)	24.2%	(36)
Part-Time	9.9%	(29)	7.0%	(10)	12.8%	(19)
Seasonal	0.0%	(0)	0		0	
Unemployed	58.6%	(171)	53.8%	(77)	63.1%	(94)
Total Respondents		292		143		149

TABLE X A

LENGTH OF TIME FEMALE RESPONDENTS EMPLOYED IN PRESENT JOB

Time	Percent	
Less than 6 Months	17.7%	(23)
6-12 Months	12.3%	(16)
Over 12 Months	70.0%	(91)
Total Respondents		130

TABLE XI A

FEMALE RESPONDENTS HAVING A SOCIAL SECURITY NUMBER

Having Social Security Number	Percent	
Yes	99.1%	(313)
No	1.0%	(3)
Don't Know	0.0%	(0)
Total Respondents		316

TABLE IX B

EMPLOYMENT OF BLACK RESPONDENTS

Employment	Total Black Respondents	Black Male Respondents	Black Female Respondents
Full-Time	50.6% (129)	65.2% (73)	39.2% (56)
Part-Time	3.9% (10)	0	7.0% (10)
Seasonal	0.0% (0)	0	0
Not Employed	45.5% (116)	34.8% (39)	53.8% (77)
Total Respondents	255	112	143

TABLE X B

LENGTH OF TIME BLACK RESPONDENTS EMPLOYED IN PRESENT JOB

Time	Percent
Less than 6 Months	11.3% (16)
6-12 Months	11.3% (16)
Over 12 Months	77.9% (113)
Total Respondents	145

TABLE XI B

BLACK RESPONDENTS HAVING A SOCIAL SECURITY NUMBER

Having Social Security Number	Percent
Yes	99.6% (269)
No	.4% 1
Don't Know	0.0% 0
Total Respondents	270

TABLE IX C

Employment of Respondents Above Age 55

Employment	Percent
Full time	23.3% (28)
Part Time	8.3% (10)
Seasonally	.8% (1)
Not Employed	67.5% (81)
Total Respondents	120

TABLE X C

Length of Time Respondents Above Age 55 Employed in Present Job

Time	Percent
Less than 6 months	2.6% (1)
6-12 months	10.3% (4)
Over 12 months	87.2% (34)
Total Respondents	39

TABLE XI C

Respondents Above Age 55 Having a Social Security Number

Having Social Security Number	Percent
Yes	97.5% (119)
No	2.5% (3)
Don't Know	0.0% (0)
Total Respondents	122

TABLE XII A

HOUSING PATTERNS OF FEMALE RESPONDENTS

Housing Pattern	Percent
Own	39.9% (71)
Rent	47.8% (85)
Board	12.4% (22)
Total Respondents	178

TABLE XII B

HOUSING PATTERNS OF BLACK RESPONDENTS

Housing Patterns	Percent	
Own	35.4%	(70)
Rent	48.5%	(96)
Board	16.2%	(32)
Total Respondents		198

TABLE VII C

Housing Patterns of Respondents Above Age 55

Housing Patterns	Percent
Own	56.1% (37)
Rent	47.8% (26)
Board	1.5% (3)
Total Respondents	66

TABLE XIII A

USE OF AUTOMOBILE BY FEMALE RESPONDENTS

Use	Percent
All the time	44.7% (140)
When I arrange to have it	19.2% (60)
Never	13.1% (41)
I don't drive	23.0% (72)
Total Respondents	313

TABLE XIV A

USE OF PUBLIC BUSES BY FEMALE RESPONDENTS

Use	Percent
Use Public Buses	27.6% (85 out of 308 Respondents)
Every Day	20.9% (23)
Several Times/Week	12.7% (14)
A few times/Week	31.8% (35)
Practically Never	34.6% (38)
Total Respondents	110

TABLE XIII B

USE OF AUTOMOBILE BY BLACK RESPONDENTS

Use	Percent
All the Time	48.2% (130)
When I arrange to have it	19.6% (53)
Never	17.8% (48)
I don't drive	14.4% (39)
Total Respondents	270

TABLE XIV B

USE OF PUBLIC BUSES BY BLACK RESPONDENTS

Use	Percent
Use Public Buses	27.8% (74 out of 266 Respondents)
Every Day	26.1% (24)
Several times/wk.	16.3% (15)
A few times/wk.	30.4% (28)
Practically Never	27.2% (25)
Total Respondents	92

TABLE XIII C

USE OF AUTOMOBILE BY RESPONDENTS ABOVE AGE 55

Use	Percent	
All the time	44.9%	(53)
When I arrange to have it	11.0%	(13)
Never	15.3%	(18)
I Don't Drive	28.8%	(34)
Total Respondents		118

TABLE XIV C

USE OF PUBLIC BUSES BY RESPONDENTS ABOVE AGE 55

Use	Percent	
Use Public Buses	23.7%	(28 out of 118 Respondents)
Every Day	12.1%	(4)
Several Times/Week	12.1%	(4)
A few times/Week	33.3%	(11)
Practically Never	42.4%	(14)
Total Respondents		33

TABLE XV A

WHY FEMALE RESPONDENTS DO NOT USE PUBLIC BUSES

Reasons	Percent	
Prefer Car	64.4%	(141)
Bad Routes	9.6%	(21)
Take Too Long	5.9%	(13)
Too Expensive	1.4%	(3)
Too Uncomfortable	1.8%	(4)
Too Dangerous	1.8%	(4)
Other	15.1%	(33)
Total Respondents		219

TABLE XV B

WHY BLACK RESPONDENTS DO NOT USE PUBLIC BUSES

Reasons	Percent	
Prefer Car	80.7%	(142)
Bad Routes	4.6%	(8)
Take Too Long	5.1%	(9)
Too Expensive	0.0%	(0)
Too Uncomfortable	1.1%	(2)
Too Dangerous	0.0%	(0)
Other	8.5%	(15)
Total Respondents		176

TABLE XV C

WHY RESPONDENTS ABOVE AGE 55 DO NOT USE PUBLIC BUSES

Reasons	Percent	
Prefer Car	54.5%	(48)
Bad Routes	12.5%	(11)
Take Too Long	9.1%	(8)
Too Expensive	1.1%	(1)
Too Uncomfortable	1.1%	(1)
Too Dangerous	2.3%	(2)
Other	19.3%	(17)
Total Respondents		88

TABLE XVI A

FEMALE RESPONDENTS WHO WOULD USE PUBLIC TRANSPORTATION MORE OFTEN

Reasons	Percent
If Route Closer To Home	9.8% (12)
If Route Closer to Destination	16.4% (20)
If Buses Ran More Often	21.3% (26)
If Buses Were More Comfortable	4.1% (5)
If Buses Were Less Crowded	4.1% (5)
If Buses Operated Later	.8% (1)
If It Cost Less	4.1% (5)
If It were Free	24.6% (30)
If It Took Less Time	14.8% (18)
Total Respondents	122

TABLE XVI B

BLACK RESPONDENTS WHO WOULD USE PUBLIC TRANSPORTATION MORE OFTEN

Reasons	Percent	
If Route Closer to Home	3.2%	(3)
If Route Closer to Destination	8.6%	(8)
If Buses Ran More Often	18.3%	(17)
If Buses Were More Comfortable	7.5%	(7)
If Buses Were Less Crowded	6.5%	(6)
If Buses Operated Later	7.5%	(7)
If It Cost Less	3.2%	(3)
If It Were Free	28.0%	(26)
If It Took Less Time	17.2%	(16)
Total Respondents		93

TABLE XVI C

RESPONDENTS ABOVE AGE 55 WHO WOULD USE PUBLIC TRANSPORTATION MORE OFTEN

Reasons	Percent	
If Route Closer to Home	8.0%	(4)
If Route Closer to Destination	12.0%	(6)
If Buses Ran More Often	24.0%	(12)
If Buses Were More Comfortable	4.0%	(2)
If Buses were less Crowded	2.0%	(1)
If Buses Operated Later	10.0%	(5)
If It Cost Less	14.0%	(7)
If It Were Free	16.0%	(8)
If It Took Less Time	10.0%	(5)
Total Respondents		50

TABLE XVII A

Female Respondents Willing to Take Courses at FVCC and in Own Neighborhood

Course Subjects	% Willing to Take Courses at FVCC	% Willing to Take Courses in Own Neighborhood
Housing	15.8% (48 out of 303 respondents)	18.6% (49 out of 263 respondents)
Legal and Consumer	15.8% (45 out of 289 respondents)	90.0% (279 out of 310 respondents)
Health Services	14.0% (31 out of 222 respondents)	15.7% (29 out of 185 respondents)
Recreation	24.7% (71 out of 287 respondents)	16.9% (37 out of 219 respondents)
Insurance	13.6% (39 out 286 respondents)	16.3% (40 out of 245 respondents)
Employment	11.3% (33 out of 292 respondents)	20.1% (53 out of 264 respondents)
In General	25.8% (63 out of 244 respondents)	Not Asked

TABLE XVIII A

Female Respondents Who Feel They Need More Information

Subject	% Needing More Information
Health Services	15.9% (50 out of 315 respondents)
Insurance	27.7% (75 out of 271 respondents)

TABLE XVII B

Black Respondents Willing to Take Courses at FVCC and in Own Neighborhood

Course Subjects	% Willing to Take Courses at FVCC	% Willing to Take Courses in Own Neighborhood
Housing	13.6% (36 out of 264 respondents)	22.9% (54 out of 236 respondents)
Legal and Consumer	9.2% (23 out of 251 respondents)	98.1% (262 out of 267 respondents)
Health Services	8.5% (20 out of 235 respondents)	11.9% (26 out of 219 respondents)
Recreation	10.0% (25 out of 250 respondents)	15.5% (34 out of 219 respondents)
Insurance	8.6% (21 out of 243 respondents)	16.4% (36 out of 220 respondents)
Employment	9.2% (23 out of 249 respondents)	24.0% (56 out of 233 respondents)
In General	10.6% (25 out of 236 respondents)	Not Asked

TABLE XIII B

Black Respondents Who Feel They Need More Information

Subject	% Needing More Information
Health Services	10.1% (27 out of 268 respondents)
Insurance	22.4% (50 out of 223 respondents)

TABLE XVII C

Respondents Above Age 55 Willing to Take Courses at FVCC and in Own Neighborhood

Course Subjects	% Willing to Take Courses at FVCC	% Willing to Take Courses in Own Neighborhood
Housing	5.4% (6 out of 111 respondents)	16.0% (17 out of 106 respondents)
Legal and Consumer	1.8% (2 out of 111 respondents)	95.0% (114 out of 120 respondents)
Health Services	0.0% (0 out of 76 respondents)	10.4% (7 out of 67 respondents)
Recreation	8.4% (9 out of 107 respondents)	15.2% (14 out of 92 respondents)
Insurance	6.5% (7 out of 107 respondents)	18.1% (17 out of 94 respondents)
Employment	.9% (1 out of 111 respondents)	8.3% (9 out of 108 respondents)
In General	11.9% (10 out of 84) respondents)	Not Asked

TABLE XVIII C

Respondents Above Age 55 Who Feel They Need More Information

Subject	% Needing More Information
Health Services	10.2% (12 out of 118 respondents)
Insurance	23.6% (25 out of 106 respondents)

TABLE XIX A

INTEREST OF FEMALE RESPONDENTS IN LECTURES OR COURSES ON VARIOUS TOPICS

Topics	Definitely	Possibly	Not at All	Total Respondents Across
Home Maintenance Repair	40.0% (14)	60.0% (21)	0	35
Buying, Selling, Home/Property	26.8% (11)	73.2% (30)	0	41
Job or Career Information	37.1% (13)	62.9% (22)	0	35
Full-Time Employment	45.5% (10)	54.6% (12)	0	22
Part-Time Employment	24.3% (9)	75.7% (28)	0	37
Insurance	20.0% (4)	80.0% (16)	0	20
Consumer Rights and Skills	46.9% (15)	53.1% (17)	0	32
Recreational Activities	37.1% (13)	62.9% (22)	0	35
Alcoholism and Drug Abuse	45.8% (11)	54.2% (13)	0	24
Credit and Money Management	43.2% (16)	56.8% (21)	0	37
Legal Rights	24.2% (8)	75.8% (25)	0	33
Art	46.7% (14)	53.3% (16)	0	30
Literature	36.0% (9)	64.0% (16)	0	25
Music	44.8% (13)	55.2% (16)	0	29
Drama	37.5% (6)	62.5% (10)	0	16
Ecology	42.9% (9)	57.1% (12)	0	21
Family and Marriage	34.5% (10)	65.5% (19)	0	29

TABLE XIX A

INTEREST OF FEMALE RESPONDENTS IN LECTURES OR COURSES ON VARIOUS TOPICS

(Continued)

Topics	Definitely	Possibly	Not at All	Total Respondents Across
Community Relations	37.5% (9)	62.5% (15)	0	24
Crafts and Hobbies	41.5% (22)	58.5% (31)	0	53
Small Business Operations	35.9% (14)	64.1% (25)	0	39
Social Problems	14.8% (4)	85.2% (23)	0	27
Health/Mental, Physical	48.2% (13)	51.9% (14)	0	27
Money Management/Personal Finances	40.0% (14)	60.0% (21)	0	35
Government and the Individual	40.9% (9)	59.1% (13)	0	22
Coping with Modern Living	44.4% (8)	55.6% (10)	0	18
Planning for Retirement	30.4% (7)	69.6% (16)	0	23
Living in Retirement	28.6% (6)	71.4% (15)	0	21
Personal Relationships	28.0% (7)	72.0% (18)	0	25
Employment	50.0% (10)	50.0% (10)	0	20

TABLE XIX B

INTEREST OF BLACK RESPONDENTS IN LECTURES OR COURSES ON VARIOUS TOPICS

Topics	Definitely		Possibly		Not at All	Total Respondents Across
Home Maintenance & Repair	20.6%	(7)	79.4%	(27)	0	34
Buying, Selling, Home/Property	10.8%	(4)	89.2%	(33)	0	37
Job or Career Information	40.9%	(9)	59.1%	(13)	0	22
Full-Time Employment	42.9%	(9)	57.1%	(12)	0	21
Part-Time Employment	16.7%	(6)	83.3%	(30)	0	36
Insurance	15.0%	(3)	85.0%	(17)	0	20
Consumer Rights and Skills	64.3%	(9)	35.7%	(5)	0	14
Recreational Activities	31.3%	(5)	68.8%	(11)	0	16
Alcoholism and Drug Abuse	14.3%	(1)	85.7%	(6)	0	7
Credit and Money Management	33.3%	(9)	66.7%	(18)	0	27
Legal Rights	18.8%	(3)	81.3%	(13)	0	16
Art	29.4%	(5)	70.6%	(12)	0	17
Literature	18.8%	(3)	81.3%	(13)	0	16
Music	34.5%	(10)	65.5%	(19)	0	29
Drama	33.3%	(3)	66.7%	(6)	0	9
Ecology	33.3%	(2)	66.7%	(4)	0	6
Family and Marriage	30.0%	(3)	70.0%	(7)	0	10

TABLE XIX B

INTEREST OF BLACK RESPONDENTS IN LECTURES OR COURSES ON VARIOUS TOPICS

(Continued)

Topics	Definitely	Possibly	Not at All	Total Respondents Across
Community Relations	53.3% (8)	46.7% (7)	0	15
Crafts and Hobbies	13.0% (3)	87.0% (20)	0	23
Small Business Operations	25.9% (15)	74.1% (43)	0	58
Social Problems	8.3% (2)	91.7% (22)	0	24
Health/Mental, Physical	25.0% (3)	75.0% (9)	0	12
Money Management/Personal Finance	30.0% (6)	70.0% (14)	0	20
Government and the Individual	29.4% (5)	70.6% (12)	0	17
Coping with Modern Living	27.3% (3)	72.7% (8)	0	11
Planning for Retirement	18.2% (2)	81.8% (9)	0	11
Living in Retirement	16.7% (3)	83.3% (15)	0	18
Personal Relationships	37.5% (3)	62.5% (5)	0	8
Employment	46.7% (7)	53.3% (8)	0	15

TABLE XIX C

INTEREST OF RESPONDENTS ABOVE AGE 55 IN LECTURES OR COURSES ON VARIOUS TOPICS

Total	Definitely	Possibly	Not at All	Total Respondents Across
Home Maintenance & Repair	41.2% (7)	58.8% (10)	0	17
Buying, Selling, Home/Property	33.3% (3)	66.7% (6)	0	9
Job or Career Information	0.0% (0)	100.0% (4)	0	4
Full-Time Employment	0.0% (0)	100.0% (1)	0	1
Part-Time Employment	28.6% (2)	71.4% (5)	0	7
Insurance	0.0% (0)	100.0% (3)	0	3
Consumer Rights & Skills	40.0% (2)	60.0% (3)	0	5
Recreational Activities	20.0% (1)	80.0% (4)	0	5
Alcoholism and Drug Abuse	0.0% (0)	100.0% (2)	0	2
Credit and Money Management	16.7% (1)	83.3% (5)	0	6
Legal Rights	25.0% (1)	75.0% (3)	0	4
Art	33.3% (2)	66.7% (4)	0	6
Literature	0.0% (0)	100.0% (2)	0	2
Music	0.0% (0)	100.0% (1)	0	1
Drama	0.0% (0)	100.0% (1)	0	1
Ecology	50.0% (1)	50.0% (1)	0	2
Family and Marriage	66.7% (2)	33.3% (1)	0	3

TABLE XIX C

INTEREST OF RESPONDENTS ABOVE AGE 55 IN LECTURES OR COURSES ON VARIOUS TOPICS

(Continued)

Total	Definitely	Possibly	Not at All	Total Respondents Across
Community relations	25.0% (1)	75.0% (3)	0	4
Crafts and Hobbies	25.0% (2)	75.0% (6)	0	8
Small Business Operations	10.0% (1)	90.0% (9)	0	10
Social Problems	0.0% (0)	100.0% (3)	0	3
Health/Mental, Physical	66.7% (4)	33.3% (2)	0	6
Money Management/Personal Finances	25.0% (2)	75.0% (6)	0	8
Government and the Individual	50.0% (1)	50.0% (1)	0	2
Coping With Modern Living	50.0% (1)	50.0% (1)	0	2
Planning For Retirement	25.0% (2)	75.0% (6)	0	8
Living in Retirement	26.7% (4)	73.3% (11)	0	15
Personal Relationships	50.0% (1)	50.0% (1)	0	2
Employment	0.0% (0)	100% (2)	0	2

TABLE XX A

Female Respondents Interested In a Lecture or Class On Various Housing Problems

Housing Problems	% Interested
Maintenance and Repair	15.4% (14)
Finding a House/Apartment	14.3% (13)
Dealing with a Real Estate Broker	18.7% (17)
Landlord Tenant Rights and Relationships	9.9% (9)
How to Obtain Financing	13.2% (12)
How to Obtain a Permit, Zoning Change, etc.	2.2% (2)
How to Appeal your Property Taxes	7.7% (7)
How to Get Help in Renting an Apartment	4.4% (4)
Other	14.3% (13)
Total Responses*	91

*Some respondents selected more than one item

TABLE XX B

Black Respondents Interested In a Lecture or Class on Various Housing Problems

Housing Problems	% Interested
Maintenance and Repair	17.6% (13)
Finding a House/Apartment	6.8% (5)
Dealing with a Real Estate Broker	9.5% (7)
Landlord-Tenant Rights and Relationships	17.6% (13)
How to Obtain Financing	13.5% (10)
How to Obtain a Permit, Zoning Change, etc.	4.1% (3)
How to Appeal Your Property Taxes	5.4% (4)
How to Get Help in Renting an Apartment	0.0% (0)
Other	25.7% (19)

Total Responses* 74

*Some respondents selected more than one item.

TABLE XX C

Respondents Above Age 55 Interested in a Lecture or Class on Various Housing Problems

Housing Problems	% Interested	
Maintenance and repair	19.2%	(5)
Finding a house/apartment	7.7%	(2)
Dealing with a real estate broker	0.0%	(0)
Landlord-tenant rights and relationships	23.1%	(6)
How to obtain financing	11.5%	(3)
How to obtain a permit, zoning change, etc.	0.0%	(0)
How to appeal your property taxes	7.7%	(2)
How to get help in renting apartment	0.0%	(0)
Other	30.8%	(8)
Total responses*		(26)

*Some respondents selected more than one item.

TABLE XXI A

Housing Problems For Which Female Respondents Have Contacted Public Agencies

Housing Problems	% Contacting Public Agencies
Locating Housing	17.2% (11)
Rental or Leasing Problems	9.4% (6)
Discrimination in Housing	0.0% (0)
Obtain Water, Plumbing, Heating	1.6% (1)
Info or Permits to make repairs, Remodel, Build	15.6% (10)
Zoning Restrictions	3.1% (2)
Check Ownership or Title of a Home	9.4% (6)
Property Taxes	15.6% (10)
Street or Sidewalk Problems	6.3% (4)
Other Services in Connection with Housing Problems	9.4% (6)
Info on Fixing Property	7.8% (5)
Info on Selling Property	0.0% (0)
Assistance in Rent or House Payments	4.7% (3)

Total Responses* 64

*Some respondents selected more than one item

TABLE XXII A

Frequency With Which Female Respondents Have Contacted Public Agencies Regarding Housing Problems

Frequency	% Contacting Public Agencies
Only Once	54.5% (18)
2 Or More Times	45.5% (15)

Total Respondents 33

TABLE XXI B

Housing Problems For Which Black Respondents Have Contacted Public Agencies

Housing Problems	% Contacting Public Agencies
Locating Housing	12.3% (7)
Rental or Leasing Problems	14.5% (8)
Discrimination in Housing	3.5% (2)
Obtain Water, Plumbing, Heating	0.0% (0)
Info or Permits to make repairs, Remodel, Build	8.8% (5)
Zoning Restrictions	0.0% (0)
Check Ownership or Title of a Home	12.3% (7)
Property Taxes	15.8% (9)
Street or Sidewalk Problems	5.3% (3)
Other Services in Connection with Housing Problems	7.0% (4)
Info on Fixing Property	7.0% (4)
Info on Selling Property	0.0% (0)
Assistance in Rent or House Payments	14.0% (8)
Total Responses*	57

*Some respondents selected more than one item.

TABLE XXII B

Frequency With Which Black Respondents Have Contacted Public Agencies Regarding Housing Problems

Frequency	% Contacting Public Agencies
Only Once	56.7% (17)
2 or More Times	43.3% (13)
Total Respondents	30

TABLE XXI C

Housing Problems For Which Respondents Above Age 55 Have Contacted Public Agencies

Housing Problems	% Contacting Public Agencies
Locating Housing	6.9% (2)
Rental or Leasing Problems	20.7% (6)
Discrimination in Housing	0.0% (0)
Obtain Water, Plumbing, Heating	0.0% (0)
Info or Permits to make repairs, Remodel, Build	3.4% (1)
Zoning Restrictions	3.4% (1)
Check Ownership or Title of a Home	6.9% (2)
Property Taxes	10.3% (3)
Street or Sidewalk Problems	6.9% (2)
Other Services in Connection with Housing Problems	0.0% (0)
Info on Fixing Property	17.2% (5)
Info on Selling Property	0.0% (0)
Assistance in Rent or House Payments	24.1% (7)
Total Responses*	29

*Some respondents selected more than one item.

TABLE XXII C

Frequency With Which Respondents Above Age 55 Have Contacted Public Agencies Regarding Housing Problems

Frequency	% Contacting Public Agencies
Only Once	53.3% (8)
2 or more times	46.7% (7)
Total Respondents	15

TABLE XXIII A

Legal and Consumer Problems of Female Respondents

Legal and Consumer Problems	% Having Problems	
Renting or occupying an apartment or house	8.4%	(10)
Getting or using credit	24.4%	(29)
Getting repairs done right, 2nd or 3rd time	13.4%	(16)
Returning poor or damaged item to store	7.6%	(9)
Buying a car	6.7%	(8)
Getting car or other item repaired under warranty	9.2%	(11)
Collecting unemployment or disability pay	8.4%	(10)
Working conditions, pay, legal-type employee problem	6.7%	(8)
Other legal/contract problems	15.1%	(18)
Total responses*		119

*Some respondents selected more than one item

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TABLE XXIII B

Legal and Consumer Problems of Black Respondents

Legal and Consumer Problems	% Having Problems	
Renting or occupying an apartment or house	9.2%	(11)
Getting or using credit	30.8%	(37)
Getting repairs done right, 2nd or 3rd time	11.7%	(14)
Returning poor or damaged item to store	1.7%	(2)
Buying a car	13.3%	(16)
Getting car or other item repaired under warranty	3.3%	(4)
Collecting unemployment or disability pay	5.0%	(6)
Working conditions, pay, legal-type employee problem	5.8%	(7)
Other legal/contract problems	19.2%	(23)
Total responses*	.	120

*Some respondents selected more than one item

TABLE XXIII C

Legal and Consumer Problems of Respondents Above Age 55

Legal and Consumer Problems	% Having Problems	
Renting or occupying an apartment or house	23.1%	(12)
Getting or using credit	9.6%	(5)
Getting repairs done right, 2nd or 3rd time	15.4%	(8)
Returning poor or damaged item to store	5.8%	(3)
Buying a car	9.6%	(5)
Getting car or other item repaired under warranty	9.6%	(5)
Collecting unemployment or disability pay	7.7%	(4)
Working conditions, pay, legal-type employee problem	5.8%	(3)
Other legal/contract problems	13.5%	(7)
Total responses*		52

*Some respondents selected more than one item

TABLE XXIV A

LEGAL PROBLEMS FOR WHICH FEMALE RESPONDENTS HAVE USED A LAWYER

Legal Problems	% Having Used Lawyer	
For business reasons	28.5%	(45)
Buying, Selling home or other Property	12.7%	(20)
To sue, or legal claim against you	2.5%	(4)
Taxes or other government claims	1.3%	(2)
Auto or insurance claims, for or against you	8.2%	(13)
Personal, family reason, will, adoption, etc.	26.6%	(42)
Misdemeanor or felony charges	0.0%	(0)
Civil rights, employment practices, housing discrimination	2.5%	(4)
Other	17.7%	(28)
Total Responses*		158

*Some respondents selected more than one item.

TABLE XXV A

FREQUENCY WITH WHICH FEMALE RESPONDENTS HAVE USED A LAWYER

Frequency	% Having Used Lawyer	
Once or Twice	65.8%	(77)
A few times	30.8%	(36)
Frequently	3.4%	(4)
Total Respondents		117

TABLE XXIV B

LEGAL PROBLEMS FOR WHICH BLACK RESPONDENTS HAVE USED A LAWYER

Legal Problems	% Having Used Lawyer	
For business reasons	33.6%	(43)
Buying, Selling home or other Property	16.4%	(21)
To sue, or legal claim against you	2.3%	(3)
Taxes or other government claims	0.0%	(0)
Auto or insurance claims, for or against you	3.9%	(5)
Personal, family reason, will, adoption, etc.	10.9%	(14)
Misdemeanor or felony charges	7.8%	(10)
Civil rights, employment practices, housing discrimination	4.7%	(6)
Other	20.3%	(26)
Total Responses*		128

*Some respondents selected more than one item

TABLE XXV B

FREQUENCY WITH WHICH BLACK RESPONDENTS HAVE USED A LAWYER

Frequency	% Having Used Lawyer	
Once or twice	66.3%	(63)
A few times	28.4%	(27)
Frequently	5.3%	(5)
Total Respondents		95

TABLE XXIV C

LEGAL PROBLEMS FOR WHICH RESPONDENTS ABOVE AGE 55 HAVE USED A LAWYER

Legal Problems	% Having Used Lawyer	
For business reasons	44.9%	(31)
Buying, Selling home or other property	15.9%	(11)
To sue, or legal claim against you	1.4%	(1)
Taxes or other government claims	0.0%	(0)
Auto or insurance claims, for or against you	4.3%	(3)
Personal, family reason, will, adoption, etc.	18.8%	(13)
Misdemeanor or felony charges	1.4%	(1)
Civil rights, employment practices, housing discrimination	4.3%	(3)
Other	8.7%	(6)
Total Responses*		69

*Some respondents selected more than one item

TABLE XXV C

FREQUENCY WITH WHICH RESPONDENTS ABOVE AGE 55 HAVE USED A LAWYER

Frequency	% Using Lawyer	
Once or twice	65.5%	(36)
A few times	29.1%	(16)
Frequently	5.5%	(3)
Total Respondents		55

TABLE XXVI A

Leisure Recreational Activities of Female Respondents

Leisure and Recreational Activities	% Participating	
Go to a park	9.3%	(109)
Play sports	3.8%	(45)
Go camping, boating, etc.	3.1%	(37)
Go sightseeing	4.4%	(52)
Collecting, stamps, bottles, etc.	.7%	(8)
Build or make things	.7%	(8)
Do arts and crafts	3.1%	(37)
Do knitting or sewing	11.8%	(139)
Do gardening	3.1%	(36)
Go to play, concert, dance	6.5%	(76)
Participate-drama, singing, dancing, band	.5%	(6)
Go to the art museum	.8%	(10)
Go to the science museum	.7%	(8)
Go to the botanical gardens	.5%	(6)
Read	5.8%	(68)
Take a class or course	.4%	(5)
Attend lectures	.4%	(5)
Church activities	3.5%	(41)
Volunteer work	.5%	(6)
Go to movies	4.9%	(58)
Watch TV	8.7%	(102)
Cook	9.5%	(112)
Meet with people	7.6%	(90)
Play cards, chess, games	7.8%	(92)
Go to a bar	1.9%	(22)
Total responses*		1178

*Some respondents selected more than one item

TABLE XXVI B

Leisure and Recreational Activities of Black Respondents

Leisure and Recreational Activities	% Participating	
Go to a park	10.4%	(105)
Play sports	6.7%	(67)
Go camping, boating, etc.	3.3%	(33)
Go sightseeing	3.7%	(37)
Collecting, stamps, bottles, etc.	.2%	(2)
Build or make things	1.7%	(17)
Do arts and crafts	1.9%	(19)
Do knitting or sewing	8.6%	(87)
Do gardening	2.9%	(29)
Go to play, concert, dance	8.8%	(89)
Participate-drama, singing, dancing, band	.9%	(9)
Go to the art museum	.6%	(6)
Go to the science museum	.5%	(5)
Go to the botanical gardens	0.0%	(0)
Read	3.9%	(39)
Take a class or course	.2%	(2)
Attend lectures	.5%	(5)
Church activities	3.2%	(32)
Volunteer work	.4%	(4)
Go to movies	9.2%	(93)
Watch TV	8.7%	(88)
Cook	5.5%	(55)
Meet with people	5.2%	(52)
Play cards, chess, games	9.1%	(92)
Go to a bar	3.9%	(39)
Total responses*		1006

*Some respondents selected more than one item

TABLE XXVI C

Leisure and Recreational Activities of Respondents Above Age 55

Leisure and Recreational Activities	% Participating	
Go to a park	1.0%	(2)
Play sports	0.0%	(0)
Go camping, boating, etc.	1.5%	(3)
Go sightseeing	1.5%	(3)
Collecting, stamps, bottles, etc.	0.0%	(0)
Build or make things	1.5%	(3)
Do arts and crafts	.5%	(1)
Do knitting or sewing	2.1%	(4)
Do gardening	2.6%	(5)
Go to play, concert, dance	2.6%	(5)
Participate-drama, singing, dancing, band	0.0%	(0)
Go to the art museum	.5%	(1)
Go to the science museum	1.5%	(3)
Go to the botanical gardens	0.0%	(0)
Read	10.8%	(21)
Take a class or course	0.0%	(0)
Attend lectures	.5%	(1)
Church activities	4.1%	(8)
Volunteer work	.5%	(1)
Go to movies	1.0%	(2)
Watch TV	16.4%	(32)
Cook	15.9%	(31)
Meet with people	24.6%	(48)
Play cards, chess, games	10.8%	(21)
Go to a bar	0.0%	(0)
Total responses*		195

*Some respondents selected more than one item

TABLE XXVII A

FOR WHOM FEMALE RESPONDENTS NEED TO FIND RECREATIONAL ACTIVITIES

Persons	Percent	
For Oneself	34.1%	(85)
Self and Spouse	19.3%	(48)
Self and Family	30.5%	(76)
For Children	3.2%	(8)
Self and Friends	12.9%	(32)
Total Respondents		249

TABLE XXVII B

FOR WHOM BLACK RESPONDENTS NEED TO FIND RECREATIONAL ACTIVITIES

Persons	Percent	
For Oneself	48.1%	(102)
Self and Spouse	20.8%	(44)
Self and Family	21.2%	(45)
For Children	3.8%	(8)
Self and Friends	6.1%	(13)
Total Respondents		212

TABLE XXVII C

For Whom Respondents Above Age 55 Need To Find Recreational Activities

Persons	Percent	
For oneself	41.0%	(34)
Self and spouse	34.9%	(29)
Self and family	14.5%	(12)
For children	1.2%	(1)
Self and friends	8.4%	(7)
Total respondents		83

TABLE XXVIII A

Sources of Information on Leisure and Recreational Activities Used by Female Respondents

Sources	% Used	
Organized groups, e.g., YMCA, YWCA	14.5%	(12)
Places and agencies, e.g., parks and recreational department, churches	61.5%	(51)
Information sources, e.g., libraries	24.1%	(20)
Total respondents		83

TABLE XXVIII B

Sources of Information on Leisure and Recreational Activities Used by Black Respondents

Sources	% Used	
Organized groups, e.g., YMCA, YWCA	16.7%	(10)
Places and agencies, e.g., parks and recreation department, churches	68.3%	(41)
Information sources, e.g., libraries	15.0%	(9)
Total respondents		60

TABLE XXVIII C

Sources of Information on Leisure and Recreational Activities used by Respondents Above Age 55

Sources	% Used	
Organized groups, e.g., YMCA, YWCA	23.1%	(3)
Places and agencies, e.g., parks and recreation department, churches	69.2%	(9)
Information sources, e.g., libraries	7.7%	(1)
Total respondents		13

TABLE XXIX A

Parks and Recreation Departments Contacted by Female Respondents

Departments Contacted	Percent
County Parks & Recreation	51.5% (17)
St. Louis City Parks & Recreation	27.3% (9)
Other Municipal Parks & Recreation	21.2% (7)
Total Respondents	33

TABLE XXIX B

Parks and Recreation Departments Contacted by Black Respondents

Departments Contacted	Percent
County Parks & Recreation	25.0% (5)
St. Louis City Parks & Recreation	55.0% (11)
Other Municipal Parks & Recreation	20.0% (4)
Total Respondents	20

TABLE XXIX C

Parks and Recreation Departments Contacted by Respondents Above Age 55

Departments Contacted	Percent
County Parks & Recreation	25.0% (1)
St. Louis City Parks & Recreation	50.0% (2)
Other Municipal Parks & Recreation	25.0% (1)
Total Respondents	4

TABLE XXX A

Type of Insurance for Which Female Respondents Have Contacted Public Agencies

Insurance Type	% Contacting Agencies	
Auto insurance	28.1%	(25)
Fire or theft insurance	21.3%	(19)
Medical insurance	12.4%	(11)
Unemployment insurance	10.1%	(9)
Disability insurance	6.7%	(6)
Medicare	16.9%	(15)
Medicaid	4.5%	(4)
Total responses*		89

*Some respondents selected more than one item

TABLE XXX B

Type of Insurance for Which Black Respondents Have Contacted Public Agencies

Insurance Type	% Contacting Agencies	
Auto insurance	36.4%	(28)
Fire or theft insurance	22.1%	(17)
Medical insurance	13.0%	(10)
Unemployment insurance	7.8%	(6)
Disability insurance	5.2%	(4)
Medicare	14.3%	(11)
Medicaid	1.3%	(1)
Total responses*		77

*Some respondents selected more than one item

TABLE XXX C

Type of Insurance for Which Respondents Above Age 55 Have Contacted Public Agencies

Insurance Type	% Contacting Agencies	
Auto insurance	11.9%	(5)
Fire or theft insurance	9.5%	(4)
Medical insurance	11.9%	(5)
Unemployment insurance	2.4%	(1)
Disability insurance	16.7%	(7)
Medicare	42.9%	(18)
Medicaid	4.8%	(2)
Total responses*		42

*Some respondents selected more than one item

TABLE XXXI A

Female Respondents Having Checked on Their Social Security Benefits

% Having Checked		
Yes	23.5%	(72)
No	76.6%	(235)
Total Respondents		307

TABLE XXXI B

Black Respondents Having Checked on Their Social Security Benefits

% Having Checked		
Yes	20.2%	(52)
No	79.8%	(205)
Total Respondents		257

TABLE XXXI C

Respondents Above Age 55 Having Checked on Their Social Security Benefits

	% Having Checked	
Yes	53.0%	(62)
No	47.0%	(55)
Total Respondents		117

TABLE XXXII A

Female Respondents Interested in Services and Information Regarding Vocation and Career

Services and Information	Yes		No		Don't Know		Total Respondents Across
Vocational counseling	9.3%	(25)	81.8%	(220)	8.9%	(24)	269
Career counseling	8.7%	(23)	84.9%	(224)	6.4%	(17)	264
Instructional training	14.4%	(38)	80.7%	(213)	4.9%	(13)	264
Information on ways to earn money	19.6%	(52)	75.6%	(201)	4.9%	(13)	266
Information on how to get a better job	10.9%	(29)	82.6%	(219)	6.4%	(17)	265
Information on how to do one's job better	8.0%	(21)	83.0%	(219)	9.1%	(24)	264

TABLE XXXII B

Black Respondents Interested in Services and Information Regarding Vocation and Career

Services and Information	Yes		No		Don't Know		Total Respondents Across
Vocational counseling	10.5%	(23)	82.3%	(181)	7.3%	(16)	220
Career counseling	10.3%	(22)	84.0%	(179)	5.6%	(12)	213
Instructional Training	12.6%	(27)	82.7%	(177)	4.7%	(10)	214
Information on ways to earn money	18.8%	(41)	78.0%	(170)	3.2%	(7)	218
Information on how to get a better job	8.4%	(18)	85.6%	(183)	6.1%	(13)	214
Information on how to do your job better	2.4%	(5)	90.1%	(190)	7.6%	(16)	211

TABLE XXXII C

Respondents Above Age 55 Interested in Services and Information Regarding Vocation and Career

Services and Information	Yes		No		Don't Know		Total Respondents Across
Vocational counseling	6.0%	(5)	90.5%	(76)	3.6%	(3)	84
Career counseling	2.4%	(2)	93.9%	(77)	3.7%	(3)	82
Instructional training	2.4%	(2)	94.0%	(78)	3.6%	(3)	83
Information on ways to earn money	8.1%	(7)	87.2%	(75)	4.7%	(4)	86
Information on how to get a better job	1.2%	(1)	94.0%	(78)	4.8%	(4)	83
Information on how to do ones job better	1.2%	(1)	94.0%	(78)	4.8%	(4)	83

TABLE XXXIII A

Female Respondents Who Feel They Need More Employment Information

Employment Subjects	% Needing Information
Job information	11.0% (29 out of 263 respondents)
Employment	10.2% (27 out of 264 respondents)
Education requirements	11.3% (30 out of 265 respondents)
Individual rights	9.9% (26 out of 263 respondents)
Unions	8.0% (21 out of 263 respondents)
Other employment information	9.4% (25 out of 265 respondents)

TABLE XXXIII B

BLACK RESPONDENTS WHO FEEL THEY NEED MORE EMPLOYMENT INFORMATION

Employment Subjects	% Needing Information
Job Information	12.2% (26 out of 214 respondents)
Employment	9.9% (21 out of 213 respondents)
Education Requirements	12.6% (27 out of 214 respondents)
Individual Rights	8.5% (18 out of 212 respondents)
Unions	10.7% (23 out of 216 respondents)
Other Employment Information	13.3% (29 out of 218 respondents)

TABLE XXXIII C

Respondents Above Age 55 Who Feel They Need More Employment Information

Employment Subjects	% Needing Information
Job information	1.2% (1 out of 84 respondents)
Employment	0% (0 out of 84 respondents)
Education requirements	1.2% (1 out of 84 respondents)
Individual rights	1.2% (1 out of 84 respondents)
Unions	5.7% (5 out of 88 respondents)
Other employment information	1.2% (1 out of 85 respondents)

TABLE XXXIV A

WHERE FEMALE RESPONDENTS USE HEALTH SERVICES

Location	% Using
Place of Employment	Data not processed
At a School	
City Agencies	
County Agencies	
State Agencies	

TABLE XXXIV B

WHERE BLACK RESPONDENTS USE HEALTH SERVICES

Location	% Using
Place of Employment	Data not processed
At a School	
City Agencies	
County Agencies	
State Agencies	

TABLE XXXIV C

WHERE RESPONDENTS ABOVE AGE 55 USE HEALTH SERVICES

Location	% Using
Place of Employment	Data not processed
At a School	
City Agencies	
County Agencies	
State Agencies	

TABLE XXXV A

USE OF PUBLIC HEALTH AGENCIES BY FEMALE RESPONDENTS

Public Health Agencies	Regularly		Occasionally		Rarely		Total Respondents Across
Hospital Emergency Rooms	6.7%	(16)	45.7%	(84)	45.7%	(84)	184
Public Medical Clinics	18.6%	(21)	56.6%	(64)	24.8%	(28)	113
Public Dental Clinics	7.9%	(7)	41.6%	(37)	50.6%	(45)	89
Public Mental Health Clinics	3.5%	(2)	31.6%	(18)	64.9%	(37)	57
Nursing Homes	1.7%	(1)	24.1%	(14)	74.1%	(43)	58
Medicare/Medicaid	19.5%	(17)	37.9%	(33)	42.5%	(37)	87
Venereal Disease Clinics	1.8%	(1)	3.6%	(2)	94.6%	(53)	56
Pregnancy Counseling Clinic	0.0%	(0)	14.0%	(8)	86.0%	(49)	57
Lead-Poisoning Clinic	0.0%	(0)	3.6%	(2)	96.4%	(54)	56
Pre-Natal Clinic	4.0%	(3)	18.7%	(14)	77.3%	(58)	75
Alcoholic Drug Abuse Center	1.8%	(1)	3.6%	(2)	94.6%	(53)	56
Services for Handicapped	6.6%	(4)	1.6%	(1)	91.8%	(56)	61
Nutrition & Menu Planning Information Services	1.9%	(1)	3.7%	(2)	94.4%	(51)	54

TABLE XXXV B

USE OF PUBLIC HEALTH AGENCIES BY BLACK RESPONDENTS

Public Health Agencies	Regularly	Occasionally	Rarely	Total Respondents Across
Hospital Emergency Rooms	9.9% (15)	48.3% (73)	41.7% (63)	151
Public Medical Clinics	20.9% (23)	59.1% (65)	20.0% (22)	110
Public Dental Clinics	6.7% (6)	55.1% (49)	38.2% (34)	89
Public Mental Health Clinics	3.7% (2)	33.3% (18)	63.0% (34)	54
Nursing Homes	0.0% (0)	21.6% (11)	78.4% (40)	51
Medicare/Medicaid	18.5% (15)	42.0% (34)	39.5% (32)	81
Venereal Disease Clinics	0.0% (0)	0.0% (0)	100.0% (54)	54
Pregnancy Counseling Clinic	0.0% (0)	11.1% (6)	88.9% (48)	54
Lead-Poisoning Clinic	0.0% (0)	0.0% (0)	100.0% (52)	52
Pre-Natal Clinic	4.6% (3)	12.1% (8)	83.3% (55)	66
Alcoholic Drug Abuse Center	0.0% (0)	3.9% (2)	96.1% (49)	51
Services for Handicapped	0.0% (0)	0.0% (0)	100.0% (52)	52
Nutrition & Menu Planning Information Services	1.9% (1)	3.8% (2)	94.3% (50)	53

TABLE XXXV C

USE OF PUBLIC HEALTH AGENCIES BY RESPONDENTS ABOVE AGE 55

Public Health Agencies	Regularly	Occasionally	Rarely	Total Respondents Across
Hospital Emergency Rooms	4.3% (3)	55.7% (39)	40.0% (28)	70
Public Medical Clinics	8.3% (4)	79.2% (38)	12.5% (6)	48
Public Dental Clinics	0.0% (0)	61.0% (25)	39.0% (16)	41
Public Mental Health Clinics	6.5% (2)	41.9% (13)	51.6% (16)	31
Nursing Homes	3.1% (1)	46.9% (15)	50.0% (16)	32
Medicare/Medicaid	33.3% (21)	46.0% (29)	20.6% (13)	63
Venereal Disease Clinics	0.0% (0)	0.0% (0)	100.0% (29)	29
Pregnancy Counseling Clinic	0.0% (0)	6.5% (2)	93.5% (29)	31
Lead-Poisoning Clinic	0.0% (0)	0.0% (0)	100.0% (29)	29
Pre-Natal Clinic	3.3% (1)	3.3% (1)	93.3% (28)	30
Alcoholic Drug Abuse Center	0.0% (0)	0.0% (0)	100.0% (29)	29
Services for Handicapped	9.1% (3)	3.0% (1)	87.9% (29)	33
Nutrition & Menu Planning Information Services	0.0% (0)	0.0% (0)	100.0% (25)	25

TABLE XXXVI A

Female Respondents Who Have Considered Participating in Adult Education Activities

Considered Participating	Percent
Yes	32.5% (87)
No	67.5% (181)
Now Participating	0.0% (0)
Total Respondents	268

TABLE XXXVI B

Black Respondents Who Have Considered Participating in Adult Education Activities

Considered Participating	Percent
Yes	21.8% (50)
No	78.2% (179)
Now Participating	0.0% (0)
Total Respondents	229

TABLE XXXVI C

Respondents Above Age 55 Who Have Considered Participating in Adult Education Activities

Considered Participating	Percent
Yes	14.1% (14)
No	85.9% (85)
Now Participating	0.0% (0)
Total Respondents	99

TABLE XXXVII A

Type of Course Credit Desired by Female Respondents

Type of Credit	Percent
Courses leading to B.A. degree	28.0% (37)
Courses leading to a certificate	18.9% (25)
College level classes without degree credit	4.6% (6)
Just classes on specific subjects	36.4% (48)
Other	12.1% (16)
Total Respondents	132

TABLE XXXVII B

Type of Course Credit Desired by Black Respondents

Type of Credit	Percent
Courses leading to a B.A. degree	54.7% (52)
Courses leading to a certificate	27.4% (26)
College level classes without degree credit	3.2% (3)
Just classes on specific subjects	9.5% (9)
Other	5.3% (5)
Total Respondents	95

TABLE XXXVII C

Type of Course Credit Desired by Respondents Above Age 55

Type of Credit	Percent
Courses leading to B.A. degree	36.7% (11)
Courses leading to a certificate	13.3% (4)
College Level classes without degree credit	3.3% (1)
Classes on specific subjects	36.7% (11)
Other	10.0% (3)
Total Respondents	30

TABLE XXXVIII A

Institutions Where Female Respondents Have Taken Courses, Classes, Lectures

Institution	Now Taking	Took 3 yrs Ago	Took Over 3 yrs Ago	Total Respondents Across
Correspondence Course	18.8% (3)	31.3% (5)	50.0% (8)	16
TV Instruction	33.3% (3)	44.4% (4)	22.2% (2)	9
Adult classes at High School or Grade School	7.6% (4)	43.4% (23)	49.1% (26)	53
Classes at Community Jr. Colleges	20.8% (5)	50.0% (12)	29.2% (7)	24
Classes at Colleges and Universities	20.0% (7)	17.1% (6)	62.9% (22)	35
Courses at Place of Employment	13.3% (2)	46.7% (7)	40.0% (6)	15
Technical or Trade Schools	10.3% (3)	6.9% (2)	82.8% (24)	29
Discussion or Study Groups	15.4% (2)	46.2% (6)	38.5% (5)	13
Community Organization Classes-Church, YWCA	22.6% (7)	38.7% (12)	38.7% (12)	31
Lecture Series	33.3% (3)	33.3% (3)	33.3% (3)	9
Special Programs Offered by Local Businesses, e.g., Central Hardware, Home Maintenance	0	66.7% (4)	33.3% (2)	6
Classes Offered by Parks & Recreation Dept.	20.0% (1)	40.0% (2)	40.0% (2)	5
Classes thru Apt. or Home Owner Groups	0	60.0% (3)	40.0% (2)	5
Classes, Discussion Groups or Lectures thru libraries	0	80.0% (4)	20.0% (1)	5
Classes thru Museums, and Zoos	0	80.0% (4)	20.0% (1)	5
Classes thru Federal Agencies, Coast Guard, Small Business Admin.	16.7% (1)	50.0% (3)	33.3% (2)	6
Other	16.7% (3)	33.3% (6)	50.0% (9)	18

TABLE XXXVIII B

Institutions Where Black Respondents Have Taken Courses, Classes, Lectures

Institution	Now Taking	Took 3 yrs Ago	Took Over 3 yrs Ago	Total Respondents Across
Correspondence Course	37.5% (3)	37.5% (3)	25.0% (2)	8
TV Instruction	28.6% (2)	57.1% (4)	14.3% (1)	7
Adult classes at High School or Grade School	12.1% (4)	30.3% (10)	57.6% (19)	33
Classes at Community Jr. Colleges	21.1% (4)	42.1% (8)	36.8% (7)	19
Classes at Colleges and Universities	11.1% (1)	44.4% (4)	44.4% (4)	9
Courses at Place of Employment	0	25.0% (2)	75.0% (6)	8
Technical or Trade Schools	19.4% (6)	3.2% (1)	77.4% (24)	31
Discussion or Study Groups	33.3% (1)	33.3% (1)	33.3% (1)	3
Community Organization Classes-Church, YWCA	14.3% (2)	28.6% (4)	57.1% (8)	14
Lecture Series	40.0% (2)	20.0% (1)	40.0% (2)	5
Special Programs Offered by Local Businesses, e.g., Central Hardware, Home Maintenance	0	33.3% (1)	66.7% (2)	3
Classes Offered by Parks & Recreation Dept.	33.3% (1)	33.3% (1)	33.3% (1)	3
Classes thru Apt. or Home Owner Groups	0	66.7% (2)	33.3% (1)	3
Classes, Discussion Groups or Lectures thru Libraries	0	66.7% (2)	33.3% (1)	3
Classes thru Museums, and Zoos	0	66.7% (2)	33.3% (1)	3
Classes thru Federal Agencies, Coast Guard, Small Business Admin.	0	60.0% (3)	40.0% (2)	5
Other	0	66.7% (4)	33.3% (2)	6

TABLE XXXVIII C

Institutions Where Respondents Above Age 55 Have Taken Courses, Classes, Lectures

Institution	Now Taking	Took 3 yrs Ago	Took over 3 yrs Ago	Total Respondents Across
Correspondence Course	25.0% (1)	0	75.0% (3)	4
TV Instruction	33.3% (1)	33.3% (1)	33.3% (1)	3
Adult classes at High School or Grade School	5.0% (1)	15.0% (3)	80.0% (16)	20
Classes at Community Jr. Colleges	0	50.0% (1)	50.0% (1)	2
Classes at Colleges and Universities	0	25.0% (1)	75.0% (3)	4
Courses at Place of Employment	0	25.0% (1)	75.0% (3)	4
Technical or Trade Schools	7.1% (1)	0	92.9% (13)	14
Discussion or Study Groups	0	33.3% (1)	66.7% (2)	3
Community Organization Classes-Church, YWCA	44.4% (4)	11.1% (1)	44.4% (4)	9
Lecture Series	25.0% (1)	25.0% (1)	50.0% (2)	4
Special Programs Offered by Local Businesses, e.g., Central Hardware, Home Maintenance	0	0	100.0% (1)	1
Classes Offered by Parks & Recreation Dept.	100.0% (1)	0	0	1
Classes thru Apt. or Home Owner Groups	0	0	0	0
Classes, Discussion Groups or Lectures thru libraries	0	100.0% (1)	0	1
Classes thru Museums, and Zoos	0	0	0	0
Classes thru Federal Agencies, Coast Guard, Small Business Admin.	0	0	100.0% (1)	1
Other	25.0% (1)	25.0% (1)	50.0% (2)	4

TABLE XXXIX A

HOW FEMALE RESPONDENTS LOCATED HOUSING AGENCIES

Method	Percent	
Know of or previously used	11.5%	(7)
Friend	13.1%	(8)
Family Member	4.9%	(2)
Newspaper or Magazine	6.6%	(4)
Radio or TV	1.6%	(1)
Government Office or Public Agency	11.5%	(7)
The Library	1.6%	(1)
Church or Other Religious Organization	4.9%	(3)
Union	0.0%	(0)
School	0.0%	(0)
Telephone Directory	6.6%	(4)
Book or Pamphlet	4.9%	(3)
Referral From Public Agency	8.2%	(5)
Referral From Employer	3.3%	(2)
Referral From Professional or Business Sources	13.1%	(8)
Other	8.2%	(5)
Total Responses*		61

*Some respondents selected more than one item.

TABLE XXXIX B

HOW BLACK RESPONDENTS LOCATED HOUSING AGENCIES

Method	Percent	
Know of or Previously used	18.8%	(9)
Friend	18.8%	(9)
Family Member	2.1%	(1)
Newspaper or Magazine	6.3%	(3)
Radio or TV	2.1%	(1)
Government Office or Public Agency	4.2%	(2)
The Library	0.0%	(0)
Church, or other Religious Organization	12.5%	(6)
Union	2.1%	(1)
School	2.1%	(1)
Telephone Directory	2.6%	(1)
Book or Pamphlet	6.3%	(3)
Referral from Public Agency	2.1%	(1)
Referral From Employer	4.2%	(2)
Referral from Professional or Business Sources	8.3%	(4)
Other	8.3%	(4)
Total Respondents		48

TABLE XXXIX C

HOW RESPONDENTS ABOVE AGE 55 LOCATED HOUSING AGENCIES

Method	Percent	
Know of or previously used	3.6%	(1)
Friend	25.0%	(7)
Family Member	0.0%	(0)
Newspaper or Magazine	14.3%	(4)
Radio or TV	0.0%	(0)
Government Office or Public Agency	10.7%	(3)
Library	0.0%	(0)
Church or other Religious Organizations	17.9%	(5)
Union	0.0%	(0)
School	0.0%	(0)
Telephone Directory	0.0%	(0)
Book or Pamphlet	0.0%	(0)
Referral from Public Agency	10.7%	(3)
Referral from Employer	0.0%	(0)
Referral from Professional or Business Sources	10.7%	(3)
Other	7.1%	(2)
Total Respondents		28

TABLE XL A

Agency Use and Satisfaction by Female Respondents*

Agencies	Percent Heard of Agency	Percent Tried to Get Info	Percent Got Info	Percent Used Services	Percent Satisfied With Results
HOUSING					
HUD	89.7% (280/312)	4.9% (14/284)	52.9% (9/17)	4.6% (8/176)	57.1% (8/14)
St. Louis Housing Authority	86.0% (264/307)	3.0% (8/265)	19.1% (4/21)	4.6% (8/173)	33.3% (5/15)
LEGAL & CONSUMER					
St. Louis Legal Aid Society	90.0% (279/310)	9.4% (26/278)	42.9% (12/28)	6.5% (11/170)	56.3% (9/16)
Lawyer's Referral Service	40.1% (125/312)	8.0% (9/113)	8.5% (5/59)	35.7% (5/14)	18.7% (14/75)
HEALTH SERVICES					
St. Louis City Health Dept.	94.6% (298/315)	10.1% (30/297)	68.8% (33/48)	19.1% (38/199)	92.7% (38/41)
St. Louis County Health Dept.	94.6% (299/316)	16.9% (50/296)	90.9% (50/55)	26.8% (53/198)	91.2% (52/57)
Food Stamp Program & Other Services of Welfare Dept.	96.5% (299/310)	21.5% (65/303)	85.1% (57/67)	19.5% (41/210)	75.5% (37/49)
Health Services of Schools, employment, agencies (a list)		See Table XXXIV A			
Various Health Clinics (a list)		See Table XXXV A			
LEISURE & RECREATION					
Agencies & Places (a list)		See Table XXVIII A			
St. Louis City Library & Branches	Not Asked	28.1% (85/303)	91.0% (81/89)	9.2% (28/304)	Data Not Processe
St. Louis County Library and Branches	Not Asked	28.7% (85/296)	87.8% (79/90)	27.5% (82/298)	88.1% (74/84)
Parks & Recreation Dept.	Not Asked	12.7% (37/292)	91.9% (34/37)	44.5% (85/191)	95.2% (80/84)
Which Parks & Recreation Dept. (a list)		See Table XXIX A			

*Fractions under percentages indicate number of yes responses out of total responses received for that question.

TABLE XL A

Agency Use and Satisfaction by Female Respondents*
(Continued)

Agencies	Percent Heard of Agency	Percent Tried to Get Info	Percent Got Info	Percent Used Services	Percent Satisfied With Results
INSURANCE					
Social Security - Medicaire	73.7% (221/300)	18.2% (41/225)	90.7% (39/43)	17.3% (26/150)	90.6% (29/32)
Dept. of Welfare - Medicaid	77.8% (238/306)	13.5% (33/245)	75.7% (28/37)	13.0% (18/138)	84.2% (16/19)
EMPLOYMENT					
Missouri State Employment Service	96.4% (293/304)	28.3% (84/297	78.0% (71/91)	44.7% (85/190)	70.5% (62/88)
U.S. Civil Service Commission	83.0% (258/311)	7.5% (19/255)	77.4% (24/31)	8.7% (15/173)	69.2% (18/26)
EEOC	78.7% (247/314)	5.7% (14/248)	47.1% (8/17)	3.6% (6/167)	38.5% (5/13)

*Fractions under percentages indicate number of yes responses out of total responses received for that question.

TABLE XL B

Agency Use and Satisfaction by Black Respondents*

Agencies	Percent Heard of Agency	Percent Tried To Get Info	Percent Got Info	Percent Used Services	Percent Satisfied With Results
HOUSING					
HUD	88.4% (236/267)	4.6% (11/242)	73.6% (11/14)	6.9% (8/116)	70.0% (7/10)
St. Louis Housing Authority	94.6% (246/260	2.8% (7/250)	31.6% (6/19)	7.5% (10/134)	17.7% (3/17)
LEGAL AND CONSUMER					
St. Louis Legal Aid Society	98.1% (262/267)	11.9% (31/261)	55.6% (20/36)	14.4% (19/132)	77.3% (17/22)
Lawyer's Referral Service	49.3% (132/268)	7.4% (9/121)	8.2% (4/49)	27.3% (3/11)	18.4% (20/109)
HEALTH SERVICES					
St. Louis City Health Dept.	95.5% (257/269)	9.9% (25/253)	69.2% (27/39)	25.9% (36/139)	97.4% (37/38)
St. Louis County Health Dept.	93.3% (252/270)	7.7% (19/246)	81.8% (18/22)	18.9% (24/127)	85.7% (24/28
Food Stamp Program & Other Services of Welfare Dept.	98.9% (259/262)	27.4% (73/266)	88.9% (64/72)	31.3% (45/144)	70.4% (38/54)
Health Services of Schools, employment, agencies (a list)		See Table XXXIV B			
Various Health Clinics (a list)		See Table XXXV B			
LEISURE & RECREATION					
Agencies and places (a list)		See Table XXXVIII B			
St. Louis City Library and Branches	Not Asked	34.6% (89/257)	92.0% (80/87)	14.2% (37/261)	Data Not Processed
St. Louis County Library and Branches	Not Asked	12.0% (30/250)	75.8% (25/33)	9.8% (25/254)	66.7% (18/27)

*Fractions under percentages indicate number of yes responses out of total responses received for that question.

TABLE XL B

Agency Use and Satisfaction by Black Respondents*
(Continued)

Agencies	Percent Heard of Agency	Percent Tried To Get Info	Percent Got Info	Percent Used Services	Percent Satisfied With Results
Parks & Recreation Dept.	Not Asked	7.2% (18/250)	81.3% (13/16)	38.2% (47/123)	98.0% (50/51)
Which Parks and Recreation Dept. (a list)		See Table XXIX C			
INSURANCE					
Social Security - Medicare	67.8% (173/255)	16.3% (29/178)	78.8% (26/33)	34.2% (27/79)	82.8% (24/29)
Dept. of Welfare-Medicaid	91.5% (236/258)	9.3% (22/236)	70.4% (19/27)	15.7% (16/102)	100.0% (15/15)
EMPLOYMENT					
Missouri State Employment Service	97.7% (253/259)	32.7% (82/251)	82.6% (76/92)	67.9% (91/134)	74.2% (66/89)
U.S. Civil Service Commission	89.1% (236/265)	6.1% (14/231)	83.3% (20/24)	10.3% (13/126)	80.0% (16/20)
EEOC	87.7% (235/268)	6.8% (16/234)	55.6% (10/18)	7.1% (9/126)	41.2% (7/17)

*Fractions under percentages indicate number of yes responses out of total responses received for that question.

TABLE XL C

Agency Use and Satisfaction by Respondents Above Age 55*

Agencies	Percent Heard of Agency	Percent Tried To Get Info	Percent Got Info	Percent Used Services	Percent Satisfied With Results
HOUSING					
HUD	84.0% (100/119)	2.9% (3/102)	50.0% (1/2)	1.7% (1/58)	60.0% (3/5)
St. Louis Housing Authority	87.1% (101/116)	7.0% (7/100)	20.0% (2/10)	11.4% (8/70)	66.7% (6/9)
LEGAL AND CONSUMER					
St. Louis Legal Aid Society	95.0% (114/120)	12.3% (14/114)	56.3% (9/16)	8.7% (6/69)	100.0% (6/6)
Lawyer's Referral Service	51.7% (62/120)	1.8% (1/57)	2.7% (1/37)	50.0% (1/2)	28.6% (6/21)
HEALTH SERVICES					
St. Louis City Health Dept.	95.1% (116/122)	4.4% (5/113)	60.0% (6/10)	11.6% (8/69)	100.0% (9/9)
St. Louis County Health Dept.	91.8% (112/122)	7.3% (8/109)	88.9% (8/9)	21.9% (16/73)	78.9% (15/19)
Food Stamp Program & Other Services of Welfare Dept.	96.6% (114/118)	22.4% (26/116)	92.3% (24/26)	20.5% (16.78)	88.9% (16/18)
Health Services of Schools, employment, agencies (a list)		See Table XXXIV C			
Various Health Clinics (a list)		See Table XXXV C			
LEISURE & RECREATION					
Agencies and places (a list)		See Table XXVIII C			
St. Louis City Library & Branches	Not Asked	26.5% (30/113)	93.3% (28/30)	3.4% (4/116)	Data not processed
St. Louis County Library & Branches	Not Asked	11.4% (12/105)	85.7% (12/14)	12.0% (13/108)	92.9% (13/14)
Parks & Recreation Dept.	Not Asked	4.7% (5/106)	60.0% (3/5)	26.1% (18/69)	94.1% (16/17)
Which Parks & Recreation Dept. (a list)		See Table XXIX C			

*Fractions under percentages indicate number of yes responses out of total responses received for that question.

TABLE XL C

Agency Use and Satisfaction by Respondents Above Age 55*
(Continued)

Agencies	Percent Heard of Agency	Percent Tried To Get Info	Percent Got Info	Percent Used Services	Percent Satisfied With Results
INSURANCE					
Social Security - Medicare	89.1% (106/119)	37.4% (40/107)	89.7% (35/39)	48.1% (37/77)	100.0% (33/33)
Dept. of Welfare - Medicaid	74.1% (86/116)	26.7% (23/86)	87.5% (21/24)	28.0% (14/50)	100.0% (13/13)
EMPLOYMENT					
Missouri State Employment Service	97.4% (113/116)	27.2% (31/114)	87.1% (27/31)	47.9% (35/73)	81.8% (27/33)
U.S. Civil Service Commission	84.7% (100/118)	5.0% (5/101)	100.0% (7/7)	3.0% (2/66)	75.0% (3/4)
EEOC	80.5% (95/118)	2.2% (2/91)	100.0% (2/2)	3.2% (2/62)	100.0% (2/2)

*Fractions under percentages indicate number of yes responses out of total responses received for that question.

TABLE L A*

How Female Respondents Would Like to Receive Information

Method	Housing	Health Services	In General
Personal Counseling	20.6% (14)	27.1% (13)	13.2% (19)
Radio or TV	11.8% (8)	20.8% (10)	4.9% (7)
Telephone Information Service	4.4% (3)	0.0% (0)	4.2% (6)
Literature	16.2% (11)	45.8% (22)	13.2% (19)
Library Sources	5.9% (4)	0.0% (0)	4.2% (6)
Lectures or Education Courses	35.3% (24)	6.3% (3)	55.6% (80)
Other	5.9% (4)	0.0% (0)	4.9% (7)
	68**	48***	144***

*NB. Roman numerals XLI through XLIX were not used.

**Total Responses
Some respondents selected more than one item.

***Total Respondents

TABLE L B

How Black Respondents Would Like To Receive Information

Method	Housing	Health Services	In General
Personal Counseling	37.0% (20)	40.0% (12)	18.9% (21)
Radio or TV	5.6% (3)	23.3% (7)	2.7% (3)
Telephone Information Service	3.7% (2)	3.3% (1)	1.8% (2)
Literature	18.5% (10)	20.0% (6)	13.5% (15)
Library Sources	5.6% (3)	3.3 (1)	2.7% (3)
Lectures or Education Courses	22.2% (12)	10.0% (3)	55.0% (61)
Other	7.4% (4)	0.0% (0)	5.4% (6)
	54*	30 **	111**

*Total Responses

Some respondents selected more than one response.

**Total Respondents

TABLE L C

How Respondents Above Age 55 Would Like to Receive Information

Method	Housing	Health Services	In General
Personal Counseling	44.4% (8)	8.3% (1)	28.1% (9)
Radio or TV	5.6% (1)	58.3% (7)	3.1% (1)
Telephone Information Service	0.0% (0)	0.0% (0)	12.5% (4)
Literature	11.1% (2)	16.7% (2)	6.3% (2)
Library Sources	5.6% (1)	0.0% (0)	3.1% (1)
Lecture or Education Courses	27.8% (5)	16.7% (2)	40.6% (13)
Other	5.6% (1)	0.0% (0)	6.3% (2)
	18 *	12**	32 **

*Total Responses

Some respondents selected more than one item.

**Total Respondents

TABLE LI A

Preferences for Learning Alone or With Others - by Female Respondents

Preferences	Percent
In a Group	77.0% (117)
Alone	4.0% (6)
Don't care	19.1% (29)
Total Respondents	152

TABLE LII A

Preferences for Learning with Family or Friends by Female Respondents

Preference	Yes	No	Doesn't Matter	Total Respondents
Course or activity would be more enjoyable with family and friends	54.6% (78)	11.2% (16)	34.3% (49)	143

TABLE LI B

Preferences for Learning Alone or With Others - by Black Respondents

Preferences	Percent
In a Group	69.2% (81)
Alone	4.3% (5)
Don't Care	26.5% (31)
Total Respondents	117

TABLE LII B

Preferences for Learning with Family or Friends by Black Respondents

Preference	Yes	No	Doesn't Matter	Total Respondents
Course or activity would be more enjoyable with family or friends	35.0% (37)	11.3% (12)	53.8% (57)	106

TABLE LI C

Preferences for Learning Alone Or With Others - by Respondents Above Age 55

Preferences	Percent
In a Group	71.0% (22)
Alone	6.5% (2)
Don't care	22.6% (7)
Total Respondents	31

TABLE LII C

Preferences for Learning with Family or Friends by Respondents Above Age 55

Preference	Yes	No	Doesn't Matter	Total Respondents
Course or activity would be more enjoyable with family or friends	58.3% (21)	13.9% (5)	27.8% (10)	36

TABLE LIII A

Length of Course or Session Preferred by Female Respondents

Length	%
One-Time Meeting of a few hours	9.7% (14)
A 1 or 2 day session	9.7% (14)
Short Courses (4 weeks)	60.0% (87)
A series up to 15 weeks	20.7% (30)
Total Respondents	145

TABLE LIII B

Length of Course or Session Preferred by Black Respondents

Length	%
One-Time Meeting of a few hours	8.2% (9)
A 1 or 2 day session	15.5% (17)
Short Courses (4 weeks)	59.1% (65)
A series up to 15 weeks	17.3% (19)
Total Respondents	110

TABLE LIII C

Length of Course or Session Preferred by Respondents Above Age 55

Length	%
One-Time Meeting of a few hours	14.3% (4)
A 1 or 2 day session	21.4% (6)
Short Course (4 weeks)	42.9% (12)
A series up to 15 weeks	21.4% (6)
Total Respondents	28

TABLE LIV A

Frequency Per Week of Meetings Preferred by Female Respondents

Frequency	% Preferences
Once	41.5% (61)
Twice	37.4% (55)
Three	10.2% (15)
More Than 3	.7% (1)
Doesn't Matter	10.2% (15)
Total Respondents	147

TABLE LIV B

Frequency Per Week of Meetings Preferred by Black Respondents

Frequency	% Preferences
Once	17.7% (20)
Twice	51.3% (58)
Three Times	16.8% (19)
More Than 3	.9% (1)
Doesn't Matter	13.3% (15)
Total Respondents	113

TABLE LIV C

Frequency Per Week of Meetings Preferred by Respondents Above Age 55

Frequency	% Preferences
Once	50.0% (16)
Twice	21.9% (7)
Three times	15.6% (5)
More Than 3	0.0% (0)
Doesn't Matter	12.5% (4)
Total Respondents	32

TABLE LV A

Time and Day Preferred For Recreational Activities By Female Respondents

	Weekdays	Saturday	Sunday	Weekend	Total Responses	
Mornings	12	0	3	12	27	18.5%
Afternoons	22	2	3	22	49	33.6%
Evenings (to 10 p.m.)	36	4	2	25	67	45.9%
Nights (10 p.m. to 8 a.m.)	1	1	0	1	3	2.1%
Total Responses	71	7	8	60	146	
	48.6%	4.8%	5.5%	41.1%		

TABLE LVI A

Time and Day Preferred For Class or Activities In General by Female Respondents

	Weekdays	Saturday	Sunday	Weekend	Total Responses	
Mornings	19	1	0	5	25	25.0%
Afternoons	17	0	3	5	25	25.0%
Evenings (to 10 p.m.)	45	2	0	2	49	49.0%
Nights (10 p.m. to 8 a.m.)	1	0	0	0	1	1.0%
Total Responses	82	3	3	12	100	
	82.0%	3.0%	3.0%	12.0%		

TABLE LV B

Time and Day Preferred For Recreational Activities By Black Respondents

	Weekdays	Saturday	Sunday	Weekend	Total Responses	
Mornings	5	0	5	7	17	24.6%
Afternoons	6	1	1	13	21	30.4%
Evenings (to 10 p.m.)	15	1	1	11	28	40.6%
Nights (10 p.m. to 8 a.m.)	1	0	0	2	3	4.3%
Total Responses	27	2	7	33	69	
	39.1%	2.9%	10.1%	47.8%		

TABLE LVI B

Time and Day Preferred For Class or Activities In General by Black Respondents

	Weekdays	Saturday	Sunday	Weekend	Total Responses	
Mornings	7	1	0	6	14	24.1%
Afternoons	5	0	3	11	19	32.8%
Evenings (to 10 p.m.)	23	0	0	2	25	43.1%
Nights (10 p.m. - 8 a.m.)	0	0	0	0	0	0.0%
Total Responses	35	1	3	19	58	
	60.3%	1.7%	5.2%	32.8%		

TABLE LV C

Time and Day Preferred for Recreational Activities by Respondents Above Age 55

	Weekdays	Saturday	Sunday	Weekend	Total Responses	
Mornings	8	1	2	7	18	35.3%
Afternoons	6	0	3	11	20	39.2%
Evenings (to 10 p.m.)	7	2	0	4	13	25.5%
Nights (10 p.m. to 8 a.m.)	0	0	0	0	0	0.0%
Total Responses	21	3	5	22	51	
	41.2%	5.9%	9.8%	43.1%		

TABLE LVI C

Time and Day Preferred For Class or Activities in General By Respondents Above Age 55

	Weekdays	Saturday	Sunday	Weekend	Total Responses	
Mornings	6	0	0	2	8	30.8%
Afternoons	4	0	0	2	6	23.1%
Evenings (to 10 p.m.)	10	0	0	1	11	42.3%
Nights (10 p.m. to 8 a.m.)	0	0	0	1	1	3.8%
Total Responses	20	0	0	6	26	
	76.9%	0.0%	0.0%	23.1%		

TABLE LVII A

Reasons Why Female Respondents Are Not Willing to Take Courses

Reasons	Re: Housing	In General
Not interested now	36.1% (92)	15.4% (39)
Don't have time	24.7% (63)	25.3% (64)
It costs too much	0.4% (1)	4.3% (11)
Can't find type of course I want	0.8% (2)	1.6% (4)
No transportation	3.5% (9)	3.6% (9)
Poor health	12.5% (32)	8.7% (22)
Other obligations, e.g., Family	8.2% (21)	15.8% (40)
Don't want to take it by myself	1.6% (4)	1.2% (3)
Subject too complicated	1.2% (3)	1.6% (4)
Course isn't college credit	2.0% (5)	.4% (1)
It wouldn't help me enough	.4% (1)	Not Asked
Other	6.7% (17)	12.6% (32)
No special reason	2.0% (5)	9.5% (24)
	255 *	253 **

*Total Responses
Some respondents selected more than one item.

**Total Respondents

TABLE LVII B

Reasons Why Black Respondents Are Not Willing to Take Courses

Reasons	Re: Housing	In General
Not interested now	29.3% (60)	17.8% (44)
Don't have time	30.2% (62)	32.0% (79)
It costs too much	1.0% (2)	4.0% (10)
Can't find type of course I want	0.0% (0)	.8% (2)
No transportation	2.9% (6)	3.2% (8)
Poor Health	13.2% (27)	7.3% (18)
Other obligations, e.g., family	5.9% (12)	10.5% (26)
Don't want to take it by myself	2.4% (5)	1.6% (4)
Subject too complicated	1.5% (3)	1.6% (4)
Course isn't college credit	1.5% (3)	1.2% (3)
It wouldn't help me enough	0.0% (0)	Not Asked
Other	10.7% (22)	14.2% (35)
No special reason	1.5% (3)	5.7% (14)
	205*	247**

*Total Responses
Some respondents selected more than one item.

**Total Respondents

TABLE LVII C

Reasons Why Respondents Above Age 55 Are Not Willing to Take Courses

Reasons	Re: Housing	In General
Not interested now	26.7% (27)	14.3% (12)
Don't have time	17.8% (18)	15.5% (13)
It costs too much	0.0% (0)	1.2% (1)
Can't find type of course I want	0.0% (0)	2.4% (2)
No transportation	5.9% (6)	6.0% (5)
Poor Health	33.7% (34)	26.2% (22)
Other Obligations, e.g., Family	0.0% (0)	4.8% (4)
Don't want to take it by myself	1.0% (1)	0.0% (0)
Subject too complicated	2.0% (2)	2.4% (2)
Course isn't college credit	0.0% (0)	0.0% (0)
It wouldn't help me enough	2.0% (2)	Not Asked
Other	9.9% (10)	19.0% (16)
No special reason	1.0% (1)	8.3% (7)
	101*	84**

*Total Responses
Some respondents selected more than one item.

**Total Respondents

TABLE LVIII A

Female Respondents Willing To Pay For a Course

Willingness to Pay	In Housing	In General
Yes	47.4% (36)	50.7% (74)
No	28.9% (22)	31.5% (46)
Not Sure	23.7% (18)	17.8% (26)
Total Respondents	76	146

TABLE LVIII B

Black Respondents Willing To Pay For a Course

Willingness to Pay	In Housing	In General
Yes	30.0% (21)	23.9% (26)
No	42.9% (30)	45.0% (49)
Not Sure	27.1% (19)	31.2% (34)
Total Respondents	70	109

TABLE LVIII C

Respondents Above Age 55 Willing To Pay For a Course

Willingness to Pay	In Housing	In General
Yes	30.0% (6)	28.9% (11)
No	65.0% (13)	57.9% (22)
Not Sure	5.0% (1)	13.2% (5)
Total Respondents	20	38

TABLE LIX A

Amount Female Respondents Consider To Be Reasonable for a Course

Amount	Re: Housing	In General
$2	Not Asked	9.4% (10)
$3-5	Not Asked (under $10)	15.0% (16)
$6-10	51.6% (32)	27.1% (29)
$11-15	38.7% (24)	30.0% (32)
$16-20	6.5% (4)	($16-25) 15.9% (17)
$21-25	1.6% (1)	
$26-50	1.6% (1)	2.8% (3)
$50-100	0.0% (0)	0.0% (0)
Total Respondents	62	107

TABLE LIX B

Amount Black Respondents Consider To Be Reasonable For A Course

Amount	Re: Housing	In General
$2	Not Asked	8.1% (5)
$3-5	Not Asked (under $10)	17.7% (11)
$6-10	60.4% (29)	35.5% (22)
$11-15	29.2% (14)	25.8% (16)
$16-20	2.1% (1)	($16-25) 11.3% (7)
$21-25	6.3% (3)	
$26-50	2.1% (1)	1.6% (1)
$51-100	0.0% (0)	0.0% (0)
Total Responses*	48	Total respondents 62

*Some respondents selected more than one item.

TABLE LIX C

Amount Respondents Above Age 55 Consider To Be Reasonable For a Course

Amount	Re: Housing	In General
$2	Not Asked	26.3% (5)
$3-5	Not Asked (under $10)	5.3% (1)
$6-10	63.6% (7)	36.8% (7)
$11-15	36.4% (4)	15.8% (3)
$16-20	0.0% (0)	$16-25 15.8% (3)
$21-25	0.0% (0)	
$26-50	0.0% (0)	0.0% (0)
$50-100	0.0% (0)	0.0% (0)
Total Respondents	11	19

TABLE LX A

Type of Instruction Desired by Female Respondents

	Type of Instruction				
Subject	Short Course	Class	Group Training	Workshops	Total Respondents Across
Housing	47.5% (28)	25.4% (15)	13.6% (8)	13.6% (8)	59
Legal	52.5% (21)	27.5% (11)	12.5% (5)	7.5% (3)	40
Health Services	54.5% (18)	21.2% (7)	6.1% (2)	18.2% (6)	33
Recreation	42.5% (31)	8.2% (6)	17.8% (13)	31.5% (23)	73
Insurance	41.5% (17)	17.1% (7)	17.1% (7)	24.4% (10)	41
Employment	48.8% (21)	34.9% (15)	7.0% (3)	9.3% (4)	43
In General	43.1% (25)	27.6% (16)	8.6% (5)	20.7% (12)	58

TABLE LX B

Type of Instruction Desired by Black Respondents

	Type of Instruction				
Subject	Short Course	Class	Group Training	Workshops	Total Respondents Across
Housing	45.7% (21)	28.3% (13)	13.0% (6)	13.0% (6)	46
Legal and Consumer	42.9% (9)	42.9% (9)	9.5% (2)	4.8% (1)	21
Health Services	50.0% (14)	42.9% (12)	3.6% (1)	3.6% (1)	28
Recreation	31.3% (10)	21.9% (7)	28.1% (9)	18.8% (6)	32
Insurance	38.5% (10)	34.6% (9)	19.2% (5)	7.7% (2)	26
Employment	31.3% (10)	43.8% (14)	6.3% (2)	18.8% (6)	32
In General	32.1% (9)	25.0% (7)	21.4% (6)	21.4% (6)	28

TABLE LX C

Type of Instruction Desired by Respondents Above Age 55

	Type of Instruction				
Subject	Short Course	Class	Group Training	Workshops	Total Respondents Across
Housing	57.1% (4)	42.9% (3)	0	0	7
Legal and Consumer	17.7% (17)	82.3% (79)	0	0	[illegible]
Health Services	0	100.0% (1)	0	0	1
Recreation	18.2% (2)	18.2% (2)	45.5% (5)	18.2% (2)	11
Insurance	62.5% (5)	12.5% (1)	25.0% (2)	0	8
Employment	0	100.0% (4)	0	0	4
In General	20.0% (2)	40.0% (4)	20.0% (2)	20.0% (2)	10

TABLE LXI A

Local Places Preferred for Courses or Meetings by Female Respondents

Place	Yes	No	Doesn't Matter	Total Respondents Across
Library	32.0% (63)	52.3% (103)	15.7% (31)	197
Church	34.5% (68)	52.8% (104)	12.7% (25)	197
School	43.0% (89)	42.5% (88)	14.5% (30)	207
Someone's Home	31.8% (62)	55.4% (108)	12.8% (25)	195

TABLE LXI B

Local Places Preferred for Courses or Meetings by Black Respondents

Place	Yes	No	Doesn't Matter	Total Respondents Across
Library	16.6% (32)	59.6% (115)	23.8% (46)	193
Church	21.1% (40)	57.4% (109)	21.6% (4)	190
School	21.5% (43)	52.0% (104)	26.5% (53)	200
Someone's Home	20.0% (37)	58.4% (108)	21.6% (40)	185

TABLE LXI C

Local Places Preferred for Courses or Meetings by Respondents Above Age 55

Place	Yes	No	Doesn't Matter	Total Respondents Across
Library	18.5% (10)	72.2% (39)	9.3% (5)	54
Church	20.7% (12)	69.0% (40)	10.3% (6)	58
School	16.9% (10)	66.1% (39)	16.9% (10)	59
Someone's Home	9.4% (5)	79.2% (42)	11.3% (6)	53

TABLE LXII A

Female Respondents Who Have Attended FVCC

Attendance	Yes	No	Undecided	Total Respondents Across
Have attended FVCC	4.3% (13)	95.7% (287)	Not Asked	300
Working on a degree or certificate	33.3% (7)	57.1% (12)	9.5% (2)	21

TABLE LXIII A

Number of Semesters Female Respondents Have Attended FVCC

Semesters	Percent	
1	28.6%	(4)
2	35.7%	(5)
3	14.3%	(2)
4	14.3%	(2)
5	0.0%	(0)
6	0.0%	(0)
7 or more	7.1%	(1)
Total respondents		14

TABLE LXII B

Black Respondents Who Have Attended FVCC

Attendance	Yes	No	Undecided	Total Respondents Across
Have attended FVCC	2.0% (5)	98.1% (251)	Not asked	256
Working on a degree or certificate	46.7% (7)	40.0% (6)	13.3% (2)	15

TABLE LXIII B

Number of Semesters Black Respondents Have Attended FVCC

Semesters	Percent	
1	11.1%	(1)
2	66.7%	(6)
3	0.0%	(0)
4	11.1%	(1)
5	11.1%	(1)
6	0.0%	(0)
7 or more	0.0%	(0)
Total respondents		9

TABLE LXII C

Respondents Above Age 55 Who Have Attended FVCC

Attendance	Yes		No		Total Respondents across
Have attended FVCC	2.5%	(3)	97.5%	(115)	118
Working on a degree or certificate	33.3%	(1)	66.7%	(2)	3

TABLE LXIII C

Number of Semesters Respondents Above Age 55 Have Attended FVCC

Semesters	Percent	
1	50.0%	(1)
2	50.0%	(1)
3	0.0%	(0)
4	0.0%	(0)
5	0.0%	(0)
6	0.0%	(0)
7 or more	0.0%	(0)
Total respondents	2	

TABLE LXIV A

What Female Respondents Who Have Attended FVCC Like Most About FVCC

Factors	First Preference		Second Preference		Third Preference		Also		Total Respondents Across
Professional staff (instructors)	57.1%	(4)	28.6%	(2)	14.3%	(1)	0		7
Subjects offered	75.0%	(6)	25.0%	(2)	0		0		8
Location	37.5%	(3)	62.5%	(5)	0		0		8
Facilities	25.0%	(1)	50.0%	(2)	25.0%	(1)	0		4
Student activities other than class	50.0%	(3)	16.7%	(1)	33.3%	(2)	0		6
Cost	14.3%	(1)	42.9%	(3)	42.9%	(3)	0		7
Hours of classes	33.3%	(1)			33.3%	(1)	33.3%	(1)	3
Size of classes	50.0%	(1)	0		0		50.0%	(1)	2
Laboratories	100.0%	(1)	0		0		0		1
Audio Visual Aids	66.7%	(2)	33.3%	(1)	0		0		3
Library	50.0%	(1)	0		0		50.0%	(1)	2
Instructional resources	100.0%	(2)	0		0		0		2
Counseling services	50.0%	(1)	0		0		50.0%	(1)	2
Employment aids	50.0%	(1)	0		50.0%	(1)	0		2
Financial aid	100.0%	(1)	0		0		0		1
Other	100.0%	(2)	0		0		0		2

TABLE LXIV B

What Black Respondents Who Have Attended FVCC Like Most About FVCC

Factors	First Preference	Second Preference	Third Preference	Also	Total Respondents Across
Professional staff (instructors)	100.0% (4)	0	0	0	4
Subjects offered	66.7% (2)	33.3% (1)	0	0	3
Location	100.0% (1)	0	0	0	1
Facilities	50.0% (1)	0	50.0% (1)	0	2
Student activities other than class	50.0% (1)	50.0% (1)	0	0	2
Cost	100.0% (2)	0	0	0	2
Hours of classes	100.0% (1)	0	0	0	1
Size of classes	50.0% (1)	0	50.0% (1)	0	2
Laboratories	50.0% (1)	0	0	50.0% (1)	2
Audio visual aids	75.0% (3)	25.0% (1)	0	0	4
Library	100.0% (2)	0	0	0	2
Instructional resources	100.0% (3)	0	0	0	3
Counseling services	66.7% (2)	33.3% (1)	0	0	3
Employment aids	66.7% (2)	0	33.3% (1)	0	3
Financial aid	50.0% (1)	0	50.0% (1)	0	2
Other	100.0% (2)	0	0	0	2

TABLE LXIV C

WHAT RESPONDENTS ABOVE AGE 55 WHO HAVE ATTENDED FVCC LIKE MOST ABOUT FVCC

Factors	First Preference	Second Preference	Third Preference	Also	Total Respondents Across
Professional Staff (Instructors)	0	0	100.0% (1)	0	1
Subjects Offered	100.0% (1)	0	0	0	1
Location	0	100.0% (1)	0	0	1
Facilities	0	0	0	0	0
Student Activities other than class	0	0	0	0	0
Cost	0	0	0	0	0
Hours of Classes	0	0	0	0	0
Size of Classes	0	0	0	0	0
Laboratories	0	0	0	0	0
Audio Visual Aids	0	0	0	0	0
Library	0	0	0	0	0
Instructional Resources	0	0	0	0	0
Counseling Services	0	0	0	0	0
Employment Aids	0	0	0	0	0
Financial Aids	0	0	0	0	0
Other	100.0% (1)	0	0	0	1

TABLE LXV A

WHAT FEMALE RESPONDENTS WHO HAVE ATTENDED FVCC LIKE LEAST ABOUT FVCC

Factors	First Choice		Second Choice		Third Choice		Also		Total Respondents Across
Professional Staff (Instructors)	100.0%	(1)	0		0		0		1
Subjects Offered	100.0%	(3)	0		0		0		3
Location	80.0%	(4)	20.0%	(1)	0		0		5
Facilities	100.0%	(1)	0		0		0		1
Student Activities other than class	100.0%	(3)	0		0		0		3
Cost	40.0%	(2)	60.0%	(3)	0		0		5
Hours of Classes	50.0%	(2)	25.0%	(1)	25.0%	(1)	0		4
Size of Classes	40.0%	(2)	60.0%	(3)	0		0		5
Laboratories	50.0%	(1)	50.0%	(1)	0		0		2
Audio Visual Aids	50.0%	(1)	50.0%	(1)	0		0		2
Library	100.0%	(1)	0		0		0		1
Instructional Resources	33.3%	(1)	66.7%	(2)	0		0		3
Counseling Services	20.0%	(1)	20.0%	(1)	60.0%	(3)	0		5
Employment Aids	50.0%	(1)	0.0%		50.0%	(1)	0		2
Financial Aids	50.0%	(1)	0.0%		50.0%	(1)	0		2
Other	40.0%	(4)	40.0%	(4)	10.0%	(1)	10.0%	(1)	10

TABLE LXV B

WHAT BLACK RESPONDENTS WHO HAVE ATTENDED FVCC LIKE LEAST ABOUT FVCC

Factors	First Choice	Second Choice	Third Choice	Also	Total Respondents Across
Professional Staff (Instructors)	100.0% (2)	0	0	0	2
Subjects Offered	100.0% (1)	0	0	0	1
Location	100.0% (5)	0	0	0	5
Facilities	100.0% (1)	0	0	0	1
Student Activities other than class	100.0% (1)	0	0	0	1
Cost	33.3% (1)	66.7% (2)	0	0	3
Hours of Classes	100.0% (1)	0	0	0	1
Size of Classes	100.0% (1)	0	0	0	1
Laboratories	50.0% (1)	50.0% (1)	0	0	2
Audio Visual Aids	50.0% (1)	50.0% (1)	0	0	2
Library	100.0% (1)	0	0	0	1
Instructional Resources	50.0% (1)	50.0% (1)	0	0	2
Counseling Services	100.0% (1)	0	0	0	1
Employment Aids	100.0% (1)	0	0	0	1
Financial Aids	100.0% (1)	0	0	0	1
Other	28.6% (2)	42.9% (3)	14.3% (1)	14.3% (1)	7

TABLE LXV C

WHAT RESPONDENTS ABOVE AGE 55 WHO HAVE ATTENDED FVCC LIKE LEAST ABOUT FVCC*

Factors	First Choice	Second Choice	Third Choice	Also	Total Respondents Across
Cost	100.0% (1)	0	0	0	1
Counseling Service	0	100.0% (1)	0	0	1
Financial Aid	0	0	100.0% (1)	0	1

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*From the list of factors in the above table, the one respondent to this question selected the three factors presented in this table as first, second and third choice of things most disliked about FVCC.

TABLE LXVI A

OPINION OF FEMALE RESPONDENTS REGARDING COSTS FOR TUITION AND STUDENT SERVICES AT FVCC

Costs	Reasonable	About Right	Competitive with other Colleges	Too High	Total Respondents Across
Tuition Costs	20.7% (6)	34.5% (10)	24.1% (7)	20.7% (6)	29
Costs for Student Services	17.7% (6)	38.2% (13)	23.5% (8)	20.6% (7)	34

TABLE LXVI B

OPINION OF BLACK RESPONDENTS REGARDING COSTS FOR TUITION AND STUDENT SERVICES AT FVCC

Costs	Reasonable	About Right	Competitive with other Colleges	Too High	Total Respondents Across
Tuition Costs	19.4% (6)	22.6% (7)	38.7% (12)	19.4% (6)	31
Costs for Student Services	27.8% (10)	44.4% (16)	11.1% (4)	16.7% (6)	36

TABLE LXVI C

OPINION OF RESPONDENTS ABOVE AGE 55 REGARDING COSTS FOR TUITION AND STUDENT SERVICES AT FVCC

Costs	Reasonable	About Right	Competitive with other Colleges	Too High	Total Respondents Across
Tuition Costs	11.1% (1)	11.1% (1)	66.7% (6)	11.1% (1)	9
Costs for Student Services	0	77.8% (7)	11.1% (1)	11.1% (1)	9

TABLE LXVII

Priority of Educational/Informational Needs*

	Female Respondents			Black Respondents			Respondents Above Age 55	
1.	Legal and consumer	90.0%	1.	Legal and consumer	98.1%	1.	Legal and consumer	95.0%
2.	Employment	20.1%	2.	Employment	24.0%	2.	Insurance	18.1%
3.	Housing	18.6%	3.	Housing	22.9%	3.	Housing	16.0%
4.	Recreation	16.9%	4.	Insurance	16.4%	4.	Recreation	15.0%
5.	Insurance	16.3%	5.	Recreation	15.5%	5.	Health Services	10.4%
6.	Health Services	15.7%	6.	Health Services	11.9%	6.	Employment	8.3%

*Percents indicates percent willing to take courses or lectures in own neighborhood.

The public clams up on survey takers

W. R. Simmons pulled its people out of the field, and its report will be late

"Most people in our experience are willing—even eager—to participate in a survey," said Sol Dutka, president of Audits & Surveys, Inc., a major research company. At the very time that Dutka was saying this to an International Statistical Institute meeting in Vienna three weeks ago, William R. Simmons, head of W. R. Simmons & Associates, Research, Inc., was telling a group of major magazine publishers that "people are refusing to take part in our surveys to a greater extent than ever before."

Because so many people are not willing—and certainly not eager—to participate in a survey, Simmons said his company is scrapping $300,000 worth of interviews already conducted for its voluminous 1974 study of magazine readership, due next spring. Until tests indicate ways to gain greater cooperation, Simmons said, the researchers will not go back into the field, and the $1.5-million annual undertaking probably will not be released until fall of next year.

Growing problem. A BUSINESS WEEK query to numerous survey companies reveals that door-to-door interviewing is increasingly troublesome for the researchers and that many are spending time and money to improve results. The basic problems come, most researchers agree, in getting response to questions in ghetto areas, where people are suspicious, and very wealthy areas, where people don't want to be bothered or seldom are home. In the ghetto or lower-income areas, the problem is compounded by the fact that interviewers do not want to enter them, particularly after dark, usually the best time to find respondents at home.

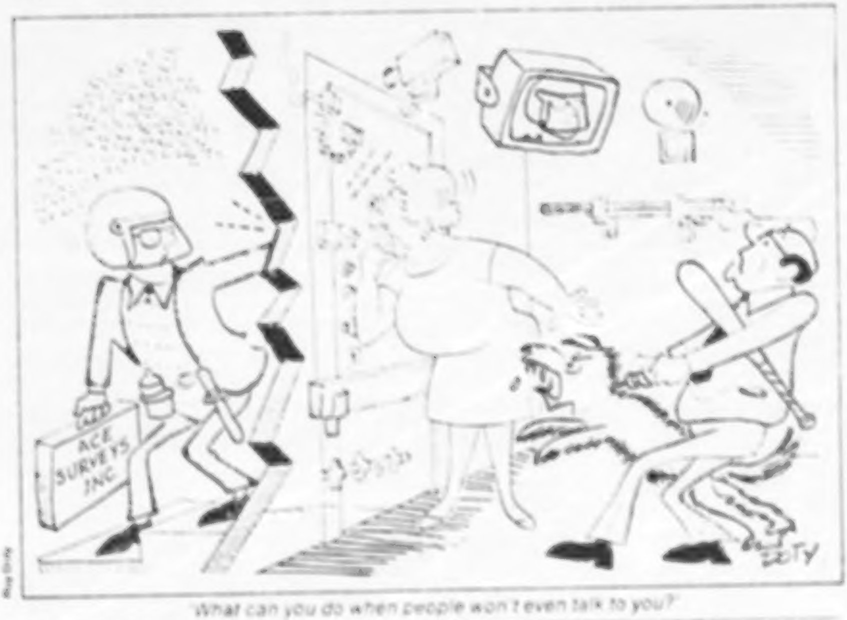
Noting that the federal government, with its enforcement capabilities and large budget, had difficulties getting accurate response from ghetto areas for the 1970 census, Dutka explains what Audits & Surveys recently had to do for an urban renewal survey in New York: "We sent supervisors to schools, churches, and other organizations in the neighborhoods and asked them to recommend interviewers who would be known in the area. Then we trained the interviewers in both English and Spanish. We notified the schools and churches of the dates when the surveyors would be coming and had them pass the word on. We gave out instructions that told people to watch for the red badges the interviewers wore, and we set up a telephone headquarters where people could call to ask questions about the survey." More and more, he says, this kind of preparation must be done to assure meaningful results.

Agreed, says Bernard Sherak, president of Market Facts–New York, Inc., but only government agencies will pay for such preliminary work. "Most companies won't sit still for spending the time and money on it," he says. If they will not, he adds, about all that can be done is to try to keep the questionnaire short so interviewers can cover many possible respondents quickly. It also helps to take surveys in the spring, when the daylight hours stretch into the evenings and people are more likely to be home than in the summer. To circumvent interviewers' fears of going into poorer neighborhoods, adds W. Jay Wilson, the president of Starch/Hooper, Inc., researchers frequently are sent out in teams—but this again increases costs.

Face to face. Because the problems have grown more serious in the last few years, an executive of Market Research Corp. of America says, "an awful lot of work is done by mail or phone." For brief interviews about a family's dog-food purchases, TV viewing habits, and the like, a mailed questionnaire or a brief phone conversation is suitable, Simmons agrees. But to determine whether a housewife spent more minutes "yesterday" reading *Ladies' Home Journal* than *Mademoiselle* calls for complex, in-person interviewing. Since some 100 ad agencies and about 70 magazines subscribe to the Simmons studies and use them to sell millions of dollars' worth of advertising, "slight differences among competitors can be traumatic," he says.

The Simmons announcement that it would delay its report triggered a flood of rumors and speculative comments. *Media Industry Newsletter* estimates that while subscribers are waiting for the 1974 and 1975 studies, Simmons' parent, the publicly held Cordura Corp., will lose more than $2.3-million. Meanwhile, a rival study first published this year by Axiom Market Research Bureau and called Target Group Index might drain off some Simmons customers. Another competitor hinted that Simmons might be having difficulty revising his sampling techniques to conform to the 1970 census after having used the 1960 data for so long, and that this, rather than problems with interviewing, was the real difficulty.

While admitting to no problems, Simmons notes that the 15,000 respondents to each year's survey are drawn carefully from a national probability sample, which calls for interviewers across the country to pinpoint specific individuals in specific dwellings. Until last year, Simmons says,



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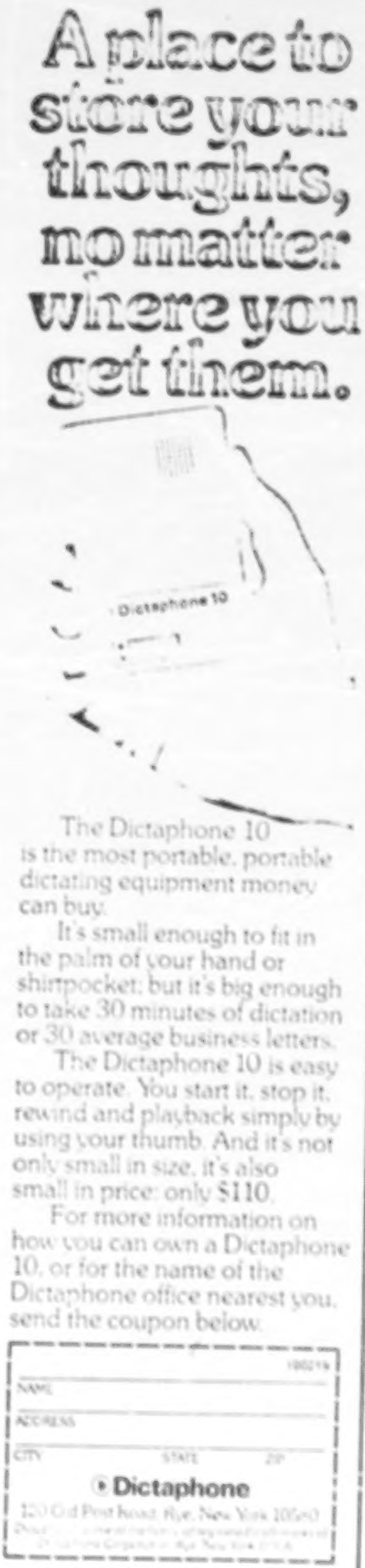

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Why research response rates decline

For the 1974 Selective Audience Study, the researchers of W. R. Simmons & Associates ask respondents "for a few minutes of your time" and then proceed through a six-page legal-size questionnaire. Among other things, they ask:

- "What weekday papers have you read or looked into at any time in the past week?" For each paper named, the interviewer follows with: "Not counting today, when was the last time you read or looked through the paper?" If the answer is "Yesterday," he asks which sections of the paper—sports, main news, comics, etc.—were read.
- "Think back over the past three months or so and try to recall which magazines you have read or looked into." The respondent is handed 11 cards bearing the names of 70 magazines to help determine which he "may have seen" or is "sure" he saw, and which he is sure he did not see. For each one seen, he is asked whether he saw it "yesterday," and how much time he spent with the issue. He is also led through each issue by the interviewer and asked to point out articles that "look interesting" or that he remembers reading.

Other specific questions touch on reading of Sunday papers, and theater programs, and on radio listening.

the field workers managed to reach 80% of the target sample for individual interviews lasting 30 to 45 minutes or even more. Last year, the recovery rate dropped to [illegible], and the first 5,000 interviews for this year's study showed a much lower rate. Moreover, Simmons says, the early figures indicated either a drastic change in reading habits—or else the possibility that some interviewers or bored respondents were "improvising" responses.

Psychology. Louise Muir, director of field services for the rival TGI survey, acknowledges that interviewers themselves can be a problem. Unlike the work at a typical market research company, where an interviewer can ask questions about toothpaste purchases one day and sleepwear the next, the continuing magazine readership studies call for months of asking the same questions over and over.

Interviewing is hard work, and many of the best people tend to leave

"We're working on studies of why some people cooperate and some don't," she says, "and a major factor is the interviewer's personality. If the interviewer can convince people that they are participating in something important, they are more likely to help. But the nature of the job is repetitive, and many of the better interviewers like to work in other fields."

Miss Muir contends that offering a reward for an interview does not automatically mean better response. Simmons has given radios, clocks, and "even an electric blanket" to express gratitude for the respondent's help, but the response rate continues downward. Now, among the tests the company is conducting is one that will try to determine whether, in an affluent, gadget-ridden society, offering a choice of several premiums might boost cooperation. "We're also working on ways to break the interview into two parts, so it doesn't take so much time all at once," Simmons adds, "and on different ways of asking the questions."

Loaded questions. The way a question is put by an interviewer, notes Dutka, can obviously affect the answer. So can the respondent's own idea of why the survey is being conducted, and what he is expected to say. A sample study of two beers overwhelmingly found the competing product heavier and less satisfying than the client's product, but the only difference in the two brands was the labels. "The country might be overresearched," Dutka worries.

He would like governmental restrictions, too, against encyclopedia or other salesmen who try to gain entry to a household by saying they are taking a survey. The householder's enmity toward such salesmen results in authentic surveyors writing "no response" on their forms. Under present conditions, says Paul Perry of the Gallup Organization, it may be unreasonable for Simmons to aim for 80% response. "We've got the benefit of a pretty well-known name," he says, "but we feel that if we get 70% of the people after we've made four calls to find them, we're doing pretty well."

Simmons stresses that he has aimed for 80% since 1963, when the Advertising Research Foundation held out that figure as acceptable for valid survey results. Market Facts' Sherak says: "It's an admirable goal, but sometimes you have to take what you can get. Sure, you can keep calling until you get 100% of your sample, but most of our client would rather have three surveys don in the time it would take to do one o two if we went after everybody."

Adamant, Simmons thinks answer can be found to the industry's diff culties, and he does not intend to begi work until he has them. "Otherwise, he says, "it's a case of pouring goo money after bad."

APPENDIX B

The following list indicates for each question the data which was not produced from computer processing at UCLA. For each question, several types of data were desired: basic marginals (responses in terms of the population as a whole); cross-tabulation by sex (responses by the males and the females); cross-tabulation by race (responses by the Black respondents and White respondents); cross-tabulation by sex and race (responses by Black males, Black females, White males and White females); and cross-tabulation by sex, race and three age groups (responses by Black males, Black females, White males, White females between the ages of 15 and 24, 25 and 54, and over 55).

Most of the data were received. Primarily lacking was cross-tabulation by sex and race. This type of cross-tabulation would be necessary for separate analysis of the responses of Black males, Black females, White males and White females. In addition, we did not receive any correct data for question 37, which provides information on where respondents use health services, or any cross-tabulations on question 67, satisfaction with using the St. Louis City Library.

The following abbreviations are used:

B = Basic Marginals
S = Cross-tabulation by sex
R = Cross-tabulation by race
C_1 = Cross-tabulation by sex and race
C_2 = Cross-tabulation by sex, race, and 3 age groups
I = Incomplete. Data for only part of the question.

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6. C_1
7. C_1
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32. C_1
33. C_1
34. C_1
35. C_1
36. C_1
37. B C_1 C_2 S R
38. C_1
39. C_1
40. C_1
41. C_1
42. C_1
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58. C_1
59. C_1
60. C_1
61. C_1
62. C_1
63. C_1
64. S R
65. S R
66. S R
67. C_1 C_2 S R
68. C_1
69. C_1
70. C_1
71. C_1
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